



# DIGITAL RECORDS EVOLUTION

# Public Offices, Us & the Act



State Archives  
& Records

## STATUTORY REQUIREMENTS

*State Records Act  
1998 (the Act)*



**KEEP FULL AND ACCURATE RECORDS**



**ESTABLISH A RECORDS MANAGEMENT PROGRAM**



**PRESERVE AND PROTECT RECORDS**



**ENSURE ACCESS OF TECH-DEPENDENT RECORDS**



## OUR SERVICES



**GOVERNMENT RECORDKEEPING**

Compliance, policies, advice, training, & resources



**GOVERNMENT RECORDS REPOSITORY**

Safe and secure storage solutions for Government



**DIGITAL STATE ARCHIVES**

Preserving 'born digital' records indefinitely



**COLLECTION ACCESS & ENGAGEMENT**

Ensuring that the State archives are accessible

# DIGITAL GOVERNMENT

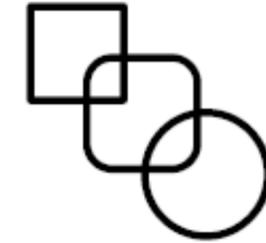
# Enablers of Digital Government



**'BY DESIGN'  
APPROACHES**



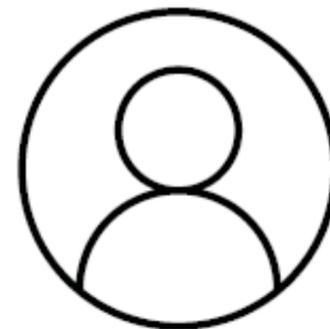
**SIMPLIFIED  
COMPLIANCE**



**DIGITAL  
TRANSFORMATION**



**ACCESS &  
ENGAGEMENT**



**CUSTOMER  
CENTRIC**

**A+**

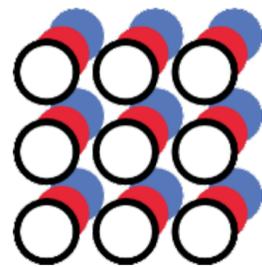
**BEST  
PRACTICE**

# Digital Is A Game Changer

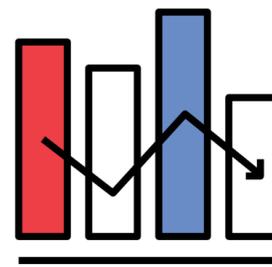
## SUPPORTING DATA DRIVEN DECISIONS:

- DIGITAL
- DISPLAY
- DISSECT
- DIRECT

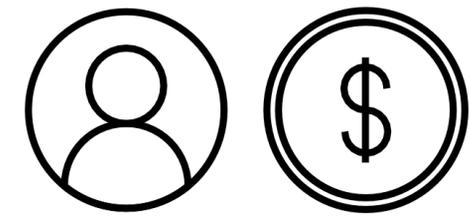
———— DURABLE ————



AGGREGATION  
OF DATA



ANALYSIS &  
INTERPRETING DATA



IMPROVED SOCIAL  
& ECONOMIC OUTCOMES

## DIGITAL RECORD KEEPING



NEW MEDIA –  
SOCIAL, ONLINE, COLLABORATIVE, CLOUD

## NEW FORMS 'BORN' DIGITAL

### WHAT'S REQUIRED:

- NEW FRAMEWORKS
- NEW SOLUTIONS



# Digital State Archives

LEGACY SYSTEMS

BORN DIGITAL

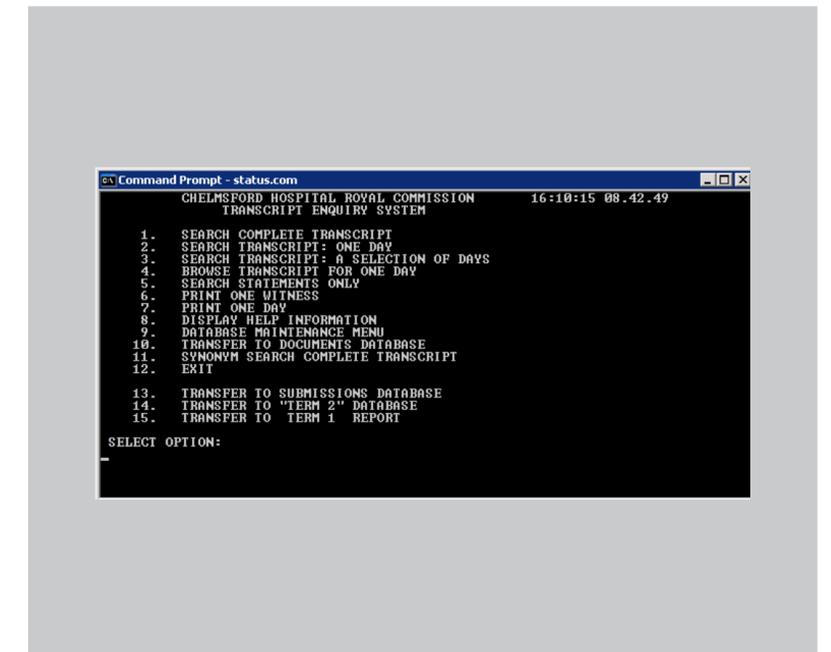


FUTURE PROOFING 'LONG-TERM' ACCESS

MIGRATION



DIGITISATION



PRESERVATION

# Digital Records Ecosystem

## CUSTOMERS (External to Government)

NEEDED: SOLUTIONS TO ENABLE DIGITAL ENGAGEMENT



DIGITAL ENGAGEMENT

Cloud-based collaboration tools  
Frontline Business Tools  
Community Access Tools  
Social Media  
G4B, MO365, Email, Yammer...



## CLIENTS (Internal to Government)

NEEDED: FRAMEWORKS WHICH SUPPORT DIGITAL RECORDS GOVERNANCE

- 375 Public Offices
- SOCs
- Statutory Authorities
- Universities



DIGITAL RECORDS FRAMEWORKS

- Central Clusters
- NSW Government Agencies
- Local Councils
- Local Health Districts

## SUPPORTING GOVERNMENT

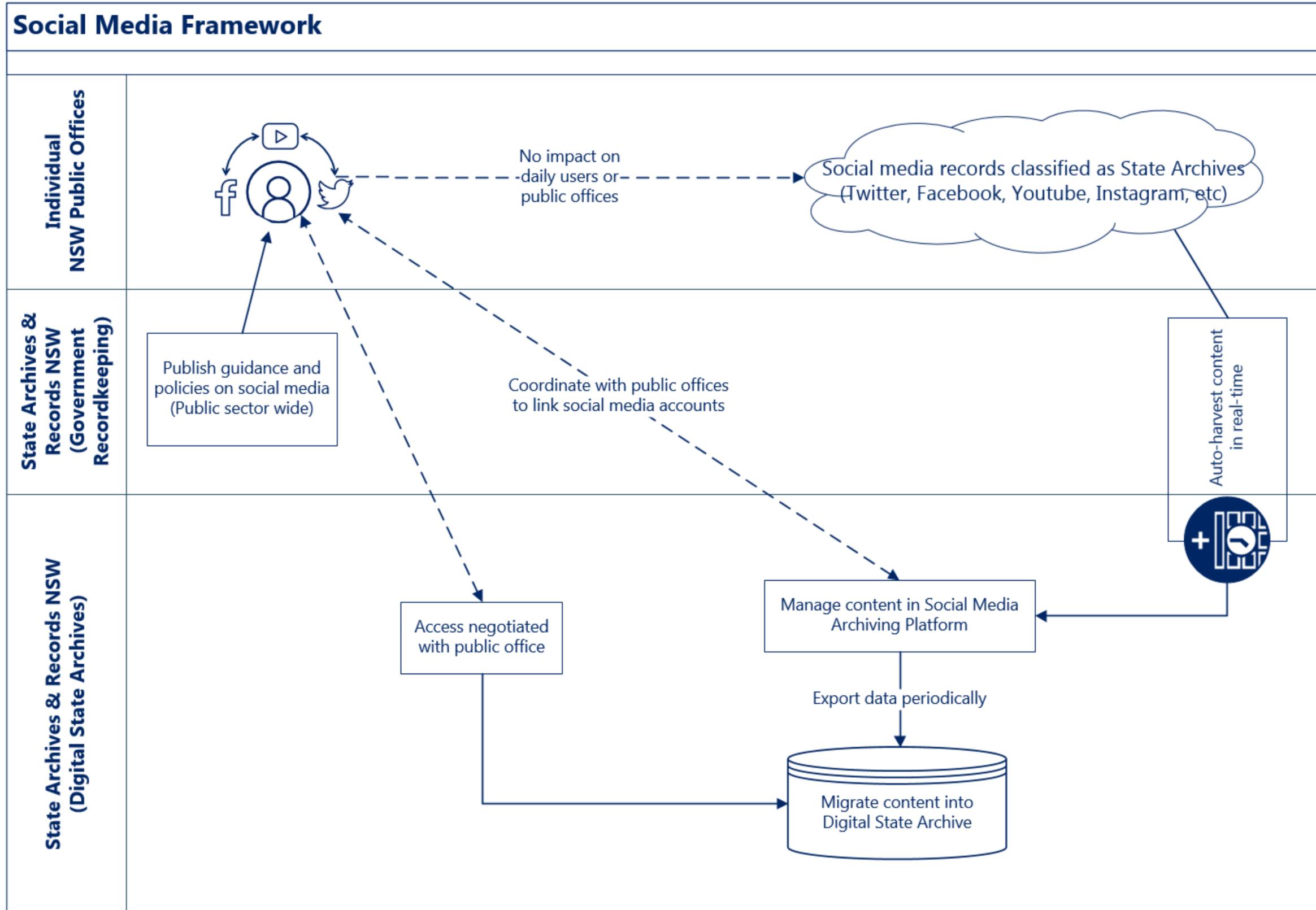
NEEDED: INVESTMENT IN DIGITAL PRESERVATION AT WoG LEVEL



INVESTMENT



# Challenge 1: Managing Social Media & Cloud



# Challenge 2: Implementing Records by Design

Semantic Toolsets

Artificial intelligence

Machine Learning

Records Data

Information



## What?

Big Data - Big Issue



## Why?

Simplify sorting & sentencing of unstructured data

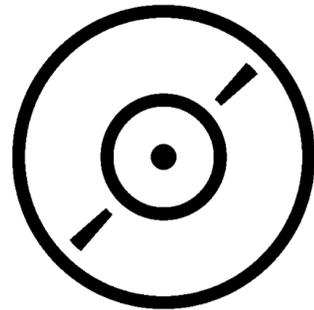


## How?

Looking at Machine Learning to auto sort 70% of unstructured data

# Challenge 3: Making Digital 'Durable'

## TECHNOLOGY OBSOLESCENCE



## MIGRATION AND PRESERVATION

## NEW DURABLE FORMATS



```
Command Prompt - status.com
CHELMSFORD HOSPITAL ROYAL COMMISSION 16:10:15 08.42.49
TRANSCRIPT ENQUIRY SYSTEM

1. SEARCH COMPLETE TRANSCRIPT
2. SEARCH TRANSCRIPT: ONE DAY
3. SEARCH TRANSCRIPT: A SELECTION OF DAYS
4. BROWSE TRANSCRIPT FOR ONE DAY
5. SEARCH STATEMENTS ONLY
6. PRINT ONE WITNESS
7. PRINT ONE DAY
8. DISPLAY HELP INFORMATION
9. DATABASE MAINTENANCE MENU
10. TRANSFER TO DOCUMENTS DATABASE
11. SYNONYM SEARCH COMPLETE TRANSCRIPT
12. EXIT

13. TRANSFER TO SUBMISSIONS DATABASE
14. TRANSFER TO "TERM 2" DATABASE
15. TRANSFER TO TERM 1 REPORT

SELECT OPTION:
_
```

**Goal - To avoid a Digital Dark Age**

# Opportunity: Digital Records Innovation



To be a valued partner and enabler of digital government

# Digital Records: Our Focus

## EXPANDING PUBLIC ACCESS



**ACCESSIBLE CONTENT**  
Exhibition program developed to promote engagement.



**CULTURAL HISTORY RESEARCH**  
Leveraging our Western Sydney presence



**RENOWNED**  
Activities which promote the use of State archives

## SIMPLIFYING COMPLIANCE



**PERPETUAL RECORDS**  
Frameworks to enable management of digital records



**DIGITAL INNOVATION**  
New tools, resources and advice supporting digital recordkeeping.



**RECORDS BY DESIGN**  
Compliant rules embedded in new system design



**DIGITAL PRESERVATION**  
Whole of government digital preservation solutions

## FORWARD LOOKING & FUTURE READY



**STAFF DEVELOPMENT**  
Assessing the skills needed for the future.



**INFORMATION SERVICE EXCELLENCE**  
Cloud-based record keeping research



**LEGISLATIVE CHANGES**  
Support pro-active transfer of archives



**INTEGRATED SERVICES**  
Integrated Collection Management System



**SEAMLESS COMPLIANCE**  
Machine-learning big data analysis.

# Evolving Digital Skills & Capabilities Needed

Digital Archivists



Data Scientists



Digital Recordkeeping



Digital Curation



Digital Preservation



User Experience



## Internal Skills

**New Skills Supporting  
Digital Records Management**

## Client Skills

**Collaboration and  
Problem Solving**

# Document Our Past – Better Inform Our Future



- **Records and Archives - the collective 'memory of government'**
  - **Good Records Management Underpins Good Government**

**ACCOUNTABILITY — IDENTITY — TRUST — INTEGRITY**

# Thank you



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