

## **Recall or Re-use?**

**How do perceived purposes for keeping records influence professional strategies?**

Professor Karen Anderson



# E-Government in Sweden

- Formed the e-Government Delegation to establish national strategies for public e-services  
<http://en.edelegationen.se>

## Mission:

- Facilitate citizens' communications with public agencies, make every day work less complicated and implicitly set free time for the citizens to spend on other activities;
- Make life easier for enterprises, large and small;
- Increase efficiency and thus save money



## The eGovernment Delegation

[Home](#) [About the Delegation](#) [eGovernment projects](#) [IT standardisation](#) [International efforts](#) [Reports](#)

### Terms of reference

To strengthen the development of eGovernment and create good opportunities for inter-agency coordination, a delegation for eGovernment is being established.

[ToR 2009:19](#)

The eGovernment Delegation has received an additional mandate on public information and social media.

[ToR 2010:32](#)

### News

#### News from the Secretariat

Peter Krantz and Dano Costouvsqi are back to the Secretariat of the Delegation. Peter has been on parental leave and Dano has been



2010-12-22

#### [E-identification Board and Swedish e-identification](#)

The recently established E-identification Board will in the beginning of January



The eGovernment  
Delegation

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## Reports

2010-09-30

[As simple as possible for as many as possible](#)

Common e-services between government and municipalities provide better service and simplify for users. But the funding must be solved for collaboration to function. Although the regulations are barriers to development. The delegation proposes that an inquiry is urgently reviewing records statutes. These are some of the issues the eGovernment Delegation introduced in the report *As simple as possible for as many as possible. Under construction - future eGovernment* (SOU 2010:62).

# Förstudie om e-arkiv och e-diarium

## Rapport



# Preliminary study: e-Archive and e-Registration System

The problem:

- Only one fifth of government agencies have implemented some form of e-archive to ensure long-term preservation
- Duplication of effort in design and development by individual agencies is very costly. (10-15 million SEK or more).
- Report suggests similar issues and costs in municipalities



- In fact, municipalities are more complex organisations than government agencies
- Costs are likely to be even higher
- Lack of guidelines and leadership from the National Archives: "the absence of common guidelines means that the solutions developed are likely to be incompatible".
- The National Archives currently has only advisory status over local government: appears to be seeking an extension of its mandate.  
(M.Kallberg, personal communication)



- In Sweden there is no designated authority responsible for coordinating registration and case management issues. It is each agency's responsibility to ensure compliance and that business needs are met.
- **Lack of agreed definitions:** the concepts of a record, a case, transaction, etc, are interpreted in different ways in different organisations.
- Data quality has suffered; double registrations are common





- Swedish law assumes that the authorities are independent and act independently: incentives to coordinate are weak.
- Proposal: Increase the NA's regulatory powers under the Archives Act & clarify the relationship between registration and archival description.
- Proposal: Review the National Archives' role in information management.



- To introduce a system for long-term information management would not only develop features for preservation but also features for retrieval, delivery and disposal
- A common specification for SLI facilitate communication from the public to the private sector in accordance with the PSI Directive.



## A change in focus!

Preservation >>>>> Information Management  
Storage /Recall >>>>>Re-Use

- "It should be easy to do it right when you archive and easy to navigate when searching and reusing information ...
- The National Archives should be assigned the task of leading a progressively structured workplan, focusing on common business support"



# A change of focus!

Beyond storage:

- The National Archives should have responsibilities for business support in the State sector.
- Its role is oversight to ensure that digital information can be transferred to the National Archives as easily as possible in the long term.



# Project needs

- An in-depth study of related business processes
- An in-depth study of how the presented conceptual solution will work across organizational boundaries in the public sector
- The starting point for the studies should focus on the users and information use and usability of today, tomorrow and in the future.
- Independent quality review of project implementation



# Future Possible E-Services

- A common metadata repository
- A common catalogue for the definition of terms in the public sector
- Public E-Diarium. A joint diary for the public, available through Internet
- E-services for smaller authorities: easy case management and registration services
- All future e-services that use some form of records and case concepts.



# References

European Commission. Information Society. Public Sector Information  
[http://ec.europa.eu/information\\_society/policy/psi/index\\_en.htm](http://ec.europa.eu/information_society/policy/psi/index_en.htm)

Riksarkivet (2011) Förstudie om e-arkiv och e-diarium [Preliminary study on an e-archive and e-registration system.] Rapport

Riksarkivet (2011) Förstudie om e-arkiv och e-diarium [Preliminary study on an e-archive and e-registration system.] Appendix.  
<http://www.riksarkivet.se/default.aspx?id=22306>



**Thank you**



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