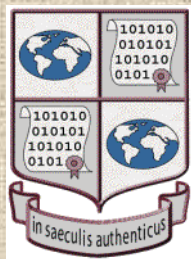# *Creation and Maintenance of Reliable, Accurate and Authentic Electronic Records:*
Lessons from Twenty-Three Cases

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Presentation Outline

* Completed Case Studies

* The Records Creators

* Activities Resulting in Document Creation

* The Digital Entities Created

* The Documentary Forms

* The Records Making and Keeping Practices

Completed Case Studies

Activities	Case Studies
Arts	11
Science	5
Government	7
Total	23

The Records Creators

Status	Total	Type	Arts	Sci	Govt
Private	9	Individual	2	0	0
		Corporation	3	1	2
		Network	1	0	0
Public	10	Government	0	1	5
		Agency	2	1	0
		Cultural Center	1	0	0
Mixed	4	Partnerships	2	2	0

".. appeared to be an emerging business process in that the web-based resources were being developed to fulfil a 'big idea' but there was no procedural context established in terms of which officers would fulfil which roles, or what records needed to be created and how they would be maintained. Rather, various individuals participated in the creation of the web site on an as needed basis, sometimes through business activities that were already being undertaken but were now adapted or applied to the creation of the website. Each individual's involvement was "trust-based".

CS05, Ontario Web Exhibits, final report

About the Records Creators

* **Lack of collaborative effort to preserve work as a cohesive whole for future re-presentation or *re-creation* and effects of nascent process of creation**.
  – Need for documentation on the work.
  – Need for a preservation strategy and dedicated responsibility for its application from the very beginning of the creation process.

Purposes of the Digital Entities

Artistic activities	Web	DB	GIS	Files	Other
Creation of artwork	4	4	0	3	3
Reconstitution of archaeological site					X
Performance (dance/movement)	X	X		X	X
Electro-acoustic music				X	
Computer graphics animated films				X	
Multimedia online magazine	X	X			
Multimedia interactive exhibit	X	X			X
Web Ludosynthese	X	X			
Support the creation of artwork	1	3		4	
Artist's Web site	X	X		X	
Database for moving image files		X		X	
Digital asset management system		X		X	
Telecollaborative art projects				X	

Purposes of the Digital Entities

Scientific activities	Web	DB	GIS	Files	Other
Web-based science creation	1	1	1	1	
Geographical Cyber Atlas	X	X	X	X	
Support scientific activities	0	1	1	3	
Archaeological research		X	X		
Astronomical research				X	
Spatial research				X	
Archival studies research				X	

Purposes of the Digital Entities

Government activities	Web	DB	GIS	Files	Other
Records Keeping	2	3	0	3	0
Land registry		X		X	
Web-based filing system (tax)	X	X		X	
Web-based civil registry (court)	X	X		X	
Services	4	4	1	2	0
Information system (treaty)	X	X			
City information system (map)	X	X	X	X	
Cooperative information system (law)	X	X			
Archival Web exhibits	X	X		X	

Diplomatic Analysis

Records?	Yes	Partly	No	Potential
Artistic activities				
Artwork or part of artwork	2		5	1
Support the creation of artwork	4			
Scientific activities				
Web-based scientific activities			1	1
Support of scientific activities	3	1		
Government activities				
Records Keeping	3			
Services	1		3	1

Are They Records?

Artistic activities	Yes	Partly	No	Potential
Creation of artwork				
Reconstitution of archaeological site			X	
Performance (dance/movement)			X	
Electro-acoustic music	X			
Computer graphics animated films	X			
Multimedia online magazine			X	
Multimedia interactive exhibit			X	
Web Ludosynthese			X	X
Support the creation of artwork				
Artist's Web site	X			
Database for moving image files	X			
Digital asset database system	X			
Telecollaborative art projects	X			

Are They Records?

Scientific activities	Yes	Partly	No	Potential
Web-base science creation				
Geographical Cyber Atlas			X	X
Support of science activities				
Archaeological research	X			
Astronomical research		X		
Spatial research	X			
Archival studies research	X			

Are They Records?

Government activities	Yes	Partly	No	Potential
Keeping records				
Land registry	X			
Web-based filing system (tax)	X			
Web-based civil registry (court)	X			
Services				
Information system (treaty)			X	
City information system (map)			X	X
Cooperative information system (law)			X	X
Archival outreach (Web exhibits)	X			

About the Documentary Form

- **Lack of stability of content and fixity of the documentary form**.
  - Have a fixed stored data in the system and well- known aggregation and presentation modes.
  - Look for software compatibility and interoperability and avoid technological dependencies as much as possible.
- **Lack of integration and control over time:**
  - Use the same logical groupings/organization

Records Making and Keeping: Arts

* No formal system.

* Practices defined by technical and functional necessities.

* Individual practices used to classify and describe the digital entities.

* Capture of evidence is mostly limited to compliance with copyright, intellectual property and grant stipulations.

Records Making and Keeping: Arts (cont.)

* Electronic records are generally kept in simple directories.

* Daily or punctual back-ups of work on external storage devices like CD-ROM seems to be the main strategy.

* What matters for artists is the artwork itself, rather than its creation process.

Records Making and Keeping: Science

*Practices are largely defined by a scientific methodology.

*Ad hoc practices used to classify and describe the digital entities.

*Focus is on preservation issues.

Records Making and Keeping: Government

* Formal systems where traditional administrative activities, such as registry, are implemented.

* Effects of a nascent business context.

About the Records Keeping Practices

* **Lack of description**:
  - Capture metadata related to establishing identity and proving integrity of the records.
* **Lack of organization**:
  - Do not conceive as separate from the rest of the records (paper records).
* **Lack of control**:
  - Implement measures against technological obsolescence.