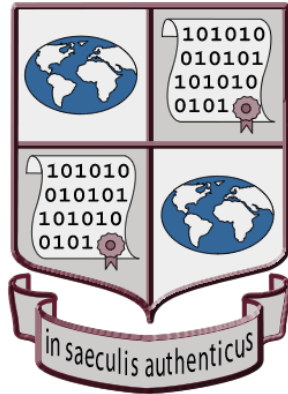


InterPARES 3 Project

International Research on Permanent Authentic Records in Electronic Systems

TEAM Canada



Case Study 6: Analysis of an EDRMS implementation

Insurance Corporation of British Columbia

Evelyn McLellan

ACA Conference

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InterPARES Project

Evelyn McLellan

Co-Investigator, TEAM Canada

About ICBC

- A crown corporation with about 5,000 staff
- Delivers public auto insurance, driver and vehicle licensing and road safety programs to province of British Columbia
- Operates in very heavily regulated environment



Records management and archives

- Has four full-time records managers and one records clerk
- Paper records management program is well established
- Electronic records management program is in its infancy



The EDRMS-digital archives connection

- Records in an EDRMS should have better audit trails and metadata than records on network drives
- So records in an EDRMS should be better able to support presumption of authenticity....right?



The EDRMS pilot project

- The Corporation has purchased a software product (OpenText's Livelink) and is preparing a first implementation
- Livelink is being rolled out across a business process rather than specific business units
- The project involves workflow, document management, records management



The records involved

- Correspondence
- Draft and final documents
- Submission-ready documents
- Working papers, attachments, e-mails



The file formats involved

- MS Office documents (Word and Excel)
- MS Outlook messages (Rich Text, HTML, .msg)
- PDF



The case study

- Will the EDRMS provide a record-keeping environment that permits authentic records to be created, maintained and preserved?
- How can we configure the system to meet stringent recordkeeping requirements while remaining user-friendly?
- Is there a conflict between good recordkeeping requirements and business process requirements?



The current system

- Records creation and maintenance procedures are specified in manuals and the procedure is highly controlled
- The workflow requires considerable manual input and moving of files between folders
- E-mails are generated at all stages of the workflow and are supposed to be saved to specified folders



What works well?

- Some final documents are clearly identified and linked by unique numbers to supporting documentation
- Version control is very successful for some documents
 - The final version is clearly identified as such
 - All previous versions are saved
- Access to records is carefully controlled



What works less well?

- The e-mails are not all saved along with the documents to which they relate
- Version control for some types of documents is lacking
- Manually-recorded metadata can be cryptic
- System-generated metadata is not always complete or accurate



Measuring success

- Diplomatic analysis of records in the old vs. new systems:
 - Are the records identifiable?
 - Can we identify the authoritative records?
 - Are the records kept secure?
- Does the system meet the users' needs? Will they use it the way they're supposed to?



Measuring success

- Can the new system serve as a Trusted Digital Repository?
 - ICBC does not plan to transfer the records to a neutral or third-party preserver
 - Can the EDRMS be used to keep the records secure and unaltered over time?
 - Will EDRMS hinder preservation activities such as format migration?
 - Can the records be removed from the system along with all their metadata?



Next steps

- InterPARES will provide recommendations for configuring the system.
- InterPARES researchers will analyze the new system and the records in it to determine:
 - whether the records can be presumed authentic
 - whether the system is capable of maintaining authenticity over time

