A framework for web archiving for municipalities in the KwaZulu-Natal Province in South Africa

Un framework per l'archiviazione web per i comuni della provincia di KwaZulu-Natal in Sud Africa

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Road Map

• Introduction
• Contextual setting
• Status of municipality websites
• Why archive website?
• Website as a record
• Framework
• Conclusion
✓ Websites are commonly used as communication systems that keep in touch with communities or society.
✓ Many organisations, including municipalities, use websites to communicate with stakeholders because they are considered to be fast, current, and effective.
✓ As a result, information communicated via websites is critical and should be managed and preserved as records for future use.
✓ Even though the NARS Act considers websites to be recorded, many South African public organisations, including municipalities, do not manage their websites as records (NARSSA 2006).
✓ As a result, these records simply disappear, resulting in institutional amnesia or gaps in information posted online, similar to the liquid communication identified by Mosweu and Ngoepe (2019).

✓ Municipalities, are struggling to manage websites as records throughout the entire life cycle.

✓ As a result, information communicated via websites is critical and should be managed and preserved as records for future use.

✓ A framework for long-term digital preservation elements is required to assist municipalities in operating efficiently and have a useful web archiving strategy.
If the web is not preserved, eventually valuable content will be lost forever.

Why web archiving:

- Short and long term access to web pages
- Without the web archive, websites that change on daily basis may not provide long-term access to the same content. Archiving and deletion of information.

If the web is not preserved, eventually valuable content will be lost forever.

Provide an infrastructure with which information can be safeguarded for as long as necessary.

The tracking down of references or resources whose original links have been removed is made possible via long-term access.
Example |

URL not working
Example | URL not working instead redirecting to Service provider's website
✓ Types of websites
✓ Municipalities in KZN (52)
Web archiving issues

- Legal issues
- Limitation of web crawlers
- Service delivery problems
- Malware, e.g., hacking of City of Johannesburg
- Technical issues
Issues with municipality websites

- Legislative and policy framework
- Strategies
- Risks
- Appraisal
- Outdated websites
- Harvesting of websites into archival custody
PROPOSED FRAMEWORK FOR WEB ARCHIVING

Internal web archiving
digital content harvesting,
provincial archives,
municipal websites,
legislation and regulatory framework,
and e-government initiatives

External web archiving
Conclusion

A system of accountability to guarantee proper conduct in the evaluation, creation, storage, usage, archiving, and deletion of information. It consists of the procedures, functions, guidelines, standards, and metrics that guarantee the effective and efficient use of data in assisting an organisation in achieving its objectives (Gartner, 2022). This means that municipalities must prioritise maintaining their websites and performing frequent updates to attract users. The study also revealed that most municipalities use URLs and keywords when selecting information for their websites. It was also discovered that for the appraisal, they rely on software to store all of the information in case it is needed later.