



## Minutes

### ICA/SIO 39<sup>th</sup> Annual Meeting at

**European Commission / Directorate-General Humanitarian Aid And Civil Protection (ECHO), 13 -14 June 2013, Brussels, Belgium.**

#### **Workshop on Digital preservation Continuity Maturity Model, 12 June 2013**

##### **Wednesday, 12 June 2013**

After a short welcome by Peter Handley (European Commission) and Milovan Mistic (Chair SIO), Charles Dollar (Dollar Consulting) and Lori Ashley (Tournesol Consulting) gave a one-day workshop on their digital preservation continuity maturity model (DCPMM).

Included in the workshop was a short presentation by Ton Bezemer on DCPMM in the Netherlands.

Documents and presentations will be made available after the workshop via the SIO secretary and the ICA / SIO website.

For further reference: see [www.savingthedigitalworld.com](http://www.savingthedigitalworld.com)

##### **Thursday, 13 June 2013**

#### **1) Welcome / Opening Reports from the Chair, the treasurer and the secretary**

The Annual Meeting was opened by the Chair, welcoming everybody for the annual meeting.

The Chair announced the start of a new working group of UN organisations in Nairobi. He followed this with a report on the ICA sections meeting in March this year. Main points were: changes in ICA funding of projects through PCOM, initiation of ICA Annual meetings, restructure of Sections' funding with an issue of increasing membership and recruitment of new members and a possible launch of cross-section projects and joint initiatives. The

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discussion focused on the new action plan of the ICA which calls on the sections to be more active in recruiting new members.

The Section can also draw on secretarial support from the ICA Secretariat, including translation of material.

The Chair also explained the new set-up of PCOM. After evaluating the work of PCOM, ICA came to the conclusion that little projects did not have the expected results. Therefore they have changed their policy. There will be three main streams; Digital preservation, paper preservation and good governance). New projects should fall under one of these streams to be approved.

Also new from ICA is the opening of its annual meeting for all C members. The first Annual Meeting will be on 22-23 November in Brussels this year.

There is a proposal for a new section on Women's rights, which will be discussed by the ICA Board on their next meeting.

The treasurer's role has been changed dramatically. Due to the fact that sections are no longer managing their own budget and that the ICA Secretariat has taken over all payments, the role of the treasurer is more one of liaison between the section and the ICA Secretariat. The advantage is that there will be no audit at section level but the downside is that there will be no possibility to accumulate money if a section underspends a certain year.

The Secretary reported back on the membership of the SIO. At the moment the SIO has 129 members, consisting of 6 B members, 51 C members and 72 D members. The majority of international organisations are located in Europe.

The Secretary made an appeal to the SIO members to actively promote membership.

To make membership more attractive for organisations or individuals (current and new), the SIO Board decided at its last meeting to look for possibilities to enhance the membership. It was decided to start a new newsletter, to look into possibilities to create a blog and to start the use of the ICA / SIO website.

The SIO Board will meet regularly and the minutes will be published on the website.

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A discussion followed on the ICA /SIO web pages. For the time being practically all material is available on the SIO website, hosted by UNESCO. The Secretary will investigate the possibilities to move the material to the ICA/SIO webpages as well as the security levels on the ICA / SIO website.

The Recommendations committee was created. This year the members are Jan Lohman (ECB), Gustavo Castaner (EC) and Paola Cassini (UN NY).

## 2) SIO work plan 2012 – 2016 / PCOM proposal – MAST

Milovan Mistic introduced the SIO work plan and the proposals mentioned earlier, including the MAST proposal.

Concerning the work plan, members indicated that the 5 streams which are mentioned in the work plan were perhaps over-ambitious. It was suggested to focus on two streams, one of which should be a workshop on a relevant topic. The Chair indicated he will appeal to the members to suggest proposal for next year's work shop.

It was also suggested that the different user groups of which SIO members are members, could report back during the annual SIO meeting.

### **MAST:**

Questions were raised by participants on the target group for Mobile Tools for Archives Standardisation (MAST) and what kind of participation was expected from SIO members.

Milovan explained that the target group was every archivist / record manager in the world who is in the possession of a smartphone. The tool will help them to establish or improve existing archives activities.

In the discussion that followed it was decided that a project group would be set up to work on the development of this tool in particular to write the proof of concept, managing the project, setting up the content and design.

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Members of the group are: Mary-Ann Crosset (OECD), Stuart Orr (ECB), Tom Adami (UNMICT), Gustavo Castaner (EC), Milovan Mistic (WIPO) who will act as chair, and Jan Lohman as secretary.

#### **DCPPM**

An outcome of the workshop on DCPMM was that a lot of members would like to see a more practical development of the model, which they could use in their organisation.

Therefore it was suggested that this was taken up in the work plan, but also that a project group was set up, which primary task would be to develop the DCPMM into a practical model.

The members of this project group are: Montserrat Canela Carayoa (UNHCR), Michelle Dolbec (IMF), Paola Casini (UNNY), Mary-Ann Crosset (OECD), Evangelia Kargianioti (BSTDB), Stuart Orr (ECB), Milovan Mistic (WIPO) who will act as chair, and Jan Lohman as secretary.

#### **4) Workshop on Data protection / Freedom of Information and access within international organisations**

**Presentation by Secondo Sabbioni – Data Protection Officer of the European Parliament**

**Forum discussion moderated by Paola Casini, Head of Archives, United Nations – New York**

Mr Sabbioni explained the new regulation on data protection, which should be coming into force in due time. He discussed the main points and articles which are related to archives and historical research. He gave a clear overview of what will change in the new regulation. He mentioned especially the controversial new point on “the right to be forgotten” which triggered responses from for example French archivists. He concluded by saying that an ideal solution to manage access to documents and data protection has not been found yet. As nor the Court of Justice neither the legislator have established clear and general rules for this domain, a case by case analysis is applied for data protection. The new Commission proposal tries to build a bridge between data protection and archives.

After his presentation Paola Casini moderated a lively discussion.

#### **3) & 5) Roundtable sessions on major archives and records management developments within each organisation**

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The following organisations updated on Thursday on what happened since 2011:

The World Bank; European Space Agency (Paris); European Bank for Reconstruction and Development; UN-Habitat; OECD; Black Sea Trade and Development Bank; Council of Europe; Food and Agriculture Organisation; UNESCO; European Central Bank; NATO; Special Tribunal for Lebanon; UNFCCC; International Committee of the Red Cross; UN Convention to Combat Desertification; International Atomic and Energy Agency; UNHCR; UNOG; UN (NY); International Monetary Fund; World Intellectual Property Organisation.

In the annex to these minutes you will find the approved text by each organisation. If you don't find a contribution it means that this particular organisation has not given their permission to publish their round table text or did not supply a contribution to the secretary.

**Friday, 14 June 2013**

**6) Records management practices and tools in the DG Humanitarian Aid and Civil Protection (ECHO), European Commission**

**Presentation by: Andrea Damini – Head Document Management Section - ECHO**

In his presentation, the speaker described an application called Eurolabel, which was based on corporate ERMS polices. He explained the technical characteristics of this tool which was designed in house to create templates for labelling files.

**7) Workshop on Freedom of Information / Access within International organisations**

**Presentations by: Nathalie Tinjod - Head of ESA Records Management Office, European Space Agency; Elisa Liberatori Prati - Chief Archivist, The World Bank Group; Ineke Deserno - Chief Archivist NATO**

**Forum discussion moderated by Michelle Dolbec - Archivist, IMF**

The three speakers gave an interesting insight on the influence of freedom of information and access to their archives within their respective organisations given that archives of

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international organizations are in no instances guided by the legislations of either their member countries or their country of residence.

Expectations from the part of researchers, who make no differentiation among the types of organizations where they find the records they need, may often not meet the regulations or requirements of the organizations. This situation is more visible when we look at the various access policies in place, the type of records made available, the types of closed records, as well as the use of, and rules of the reading.

No discussion followed due to lack of time.

## 8) ICA and the SIO

### Presentation by David Leitch – Secretary General, International Council On Archives

David Leitch gave an interesting presentation on the current and future plans of ICA. He described the strategic objectives for the future, such as responding to the challenge of new technologies, to raise awareness of the importance of archives and to develop capacity in the archives profession. He also mentioned that the ICA worked on strengthening the ICA network by e.g. launching the ICA website as a major communications tool in December 2010. ICA secretariat was looking in ways to improve ICA's performance. An independent Audit Commission made some recommendations for improvement and greater efficiency, which ICA is following up at the moment. As examples he mentioned the replacement of CITRA with Annual Conferences open to all members and the right to vote for institutional members at annual meetings.

Lastly, he called upon the members of SIO to actively recruit new members for ICA.

## 9) (SIO) Working groups – Past, present and future (introduction by SIO Board)

Milovan introduced this item by mentioned the different existing groups who have international organisations as their members such as the Livelink and Documentum groups. A new Working Group has been set up in Nairobi which consists of UN offices from several UN organisations. Via Skype, contact was made with Mr Emanuele Corino, who acted as spokes-person for the group. He saw as primary target to search for collaboration with SIO

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on knowledge sharing and on training. Mr. Corino was seconded by Ms. Hellen Nyabera, who attended the meeting as representative of UN HABITAT and also has a function of Vice President of the Working Group in Nairobi.

In the discussion following the presentation, it was questioned what SIO actually could bring to such a working group, or in general what could SIO bring in relation e.g. training and collaboration. Milovan mentioned possibilities of organising trainings in line with ICA Digital Preservation Curriculum, endorsed by a newly established ICA Experts group. In addition, there is a possibility to initiate cooperation with accredited academic institutions such as Webster University, which has campuses in four continents. However, those options need to be explored in details.

It was decided that SIO would establish communication with the Nairobi group and should define the conditions for relations with working groups.

#### **10) Recommendations**

The Recommendations committee produced a number of recommendations, which were discussed during the meeting. Due to lack of time, it was decided to finalise the recommendations at a later point in time.

#### **11) Any other business / Next meeting announcement / Closure of Meeting by Chair**

The 40<sup>th</sup> ICA/SIO Annual meeting will be hosted by the European Space Agency, in the Netherlands. The actual dates will be communicated at a later stage.

The Chair accepted their invitation and closed the meeting.

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Annex 1

**Tour the Table**

**(contributions from participated organisations)**

**United Nations Framework Convention for Climate Change (UNFCCC)**

*Name of Unit:* Records Management Team, Knowledge Management Unit  
*Location within organisation:* Administrative Services Program  
*Number of staff:* 3

**Most important developments**

The revised records management policy and a set of records management guidelines were approved and endorsed by the senior management.

Completed a sensitive information management project with Legal and HR department, developed the guidelines and road map for its implementation, and delivered the related training to all staff member including senior managers. Information Sensitivity Forum has been set up to support the implementation.

Conducted researches and analysis on records management systems in relation to SharePoint, including a survey and interviews of UN and international organizations as well as clients of SharePoint third party records management products.

Developed a proof of concept on records management systems with recommendations to senior management.

Undertook the project of managing records during the office move to support the secretariat's office move in September 2013.

Initiated the information governance project in order to achieve the objectives of setting up a framework to encourage desirable behavior in the valuation, creation, storage, use, archival and deletion of information across the organization.

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## **International Monetary Fund**

*Name of Unit:* Archives and Records Management  
*Location within organization:* Technology and General Services (TGS) Department,  
Administrative Services Group, Information Services Division.  
*Number of staff:* 19 staff, including professionals and technicians

## **Most important developments**

### *1. Re-Alignment of ARM, started in January 2013.*

Consultants helped TGS management to review and analyze the current environment of archives and records, tools, staffing, and service delivery. Report delivered in April 2013: new direction for the next 3 years in terms of policies, procedures, operations, systems, and structure. New structure to be implemented in summer 2013; pilots currently being conducted on operations and procedures.

### *2. Clean Out Project – May 2011 to February 2013*

Objectives:

- Optimize space utilization
- Provide more office space in HQ2 as a sub-project of HQ1 renewal
- Support departments in cleaning out their centralized files areas

Target:

- 25% keep on site, 40% send to offsite storage, and 35% destroy.
- Total of 15, 498 linear feet processed of which 6,881 scheduled for future archives processing

Benefits:

- Completed file plans and retention schedules in departments
- Increased number of records declared in the ERMS
- Improved compliance with recordkeeping program
- Prompted some departments to complete their clean out ahead of plan

### *3. Online Access to Processed Archival Material*

Launch in June 2012 of the new Archives website on IMF.org. External and Internal researchers now have access to the Archives Collections that have been processed in the last 10 years and the 225,000 digitized Board Documents via the Archives catalogue.

### *4. Transparency/ Archives Policy*

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IMF Executive Board discussed the latest review of the Transparency Policy which includes the Archives Decision. Decision of the Board in changing access rules to specific minutes of the Board should be known by June 24th.

5. *LEAN Project on IMF Declassification Process in the Archives*

The project took place from September to December 2012.

The group was composed of 6 archivists and stakeholders in reference services, IT, and departments.

The group reviewed and analyzed the workflows, procedures, policies and practices around declassification of records in the archives and proposed 42 recommendations to management to remedy the situation from operations to policies.

The group discovered that the median line of declassification is 75 working days while about 15% of the referees take up to 2 years to make a decision on declassification.

Of the 6,000 requests submitted to referees, less than 0.001% were rejected.

### **International Committee of the Red Cross**

*Name of Unit:* Archives and Information Management Division

*Location within organization:* Communication and Information Management Department

*Number of staff:* 42 FTE, 52 persons

### **Most important developments**

Finalization of the 5 years long project of conservation and digitization of the ICRC holdings on the International Prisoners of War Agency (First World War), to be published online early 2014

ICRC collections of photos, films and videos is being digitized, with a view of an online publication by the end of 2013, as part of a wider initiative of archival publications online (including unique legal material on the development of international humanitarian law) Preparation of the opening to the public of the ICRC archives covering the period 1966-1975 Archives have received new storage rooms meeting archival standards (location: Satigny, near Geneva), which will allow the storage of important contents.

The Division is in charge of reviewing the complete life cycle of documents production and sharing, with the view of implementing a more efficient tool for records management by early 2015.

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## Council of Europe

*Name of Unit:* Information Management Division (renamed from Information Lifecycle Division)

*Location within organisation:* Directorate for Information Technology (Directorate General of Administration)

*Number of staff:* 14

## Most important developments

Introduction of electronic document, records and web contents management systems (Sharepoint, Documentum, Liferay) since 2010; record survey and roll-out ongoing; main challenge change management.

Enterprise common search to be introduced by end of 2013 (search engine: Sharepoint 2013 - former Fast).

Metadata policy introduced: <https://wcd.coe.int/ViewDoc.jsp?id=2017089> (standardised metadata schema with seven obligatory data elements).

PoC for a controlled vocabularies management tool was unsuccessful; multilingual controlled vocabularies continue to be managed in MultiTes.

Transparency database introduced assembling all texts regulating access and declassification across the organisation: <http://www.transparency.coe.int/>.

Digital preservation strategy adopted in 2012; work on action plan on-going.

Digitisation of paper and audiovisual contents ongoing; for digitisation of audiovisual material co-operation set up with European Parliament.

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## **United Nations Convention to Combat Desertification (UNCCD)**

*Name of Unit:* Executive Direction Management  
*Location within organisation:* Executive office of the organization  
*Number of staff:* About 60

### **Most important developments**

Upcoming migration to SharePoint 2010 for the intranet, which will require: Scanning, digitization, and retention schedules for paper files that will be migrated to the intranet.  
Development of an archival and retention schedule policy for intranet content, following the launch of the intranet.

## **European Bank for Reconstruction and Development (EBRD)**

*Name of Unit:* Records Management and Archives (RM&A)  
*Location within organisation:* Human Resources and Corporate Services Vice Presidency  
*Number of staff:* 14 staff

### **Most important developments**

#### **Records Management:**

Finalising in July 2013 the two-year migration of the EBRD Records System iRIMS to Livelink RM (Open Text). As a result, both physical and electronic records will be managed through one system.  
Pursuing the development and maintenance of function-based EDMS in collaboration with IT department.  
Pursuing the reorganisation of shared network drives to allow 1) identification and 2) management of official electronic records.  
Updating the RM&A Intranet pages to provide, in a friendly format all user guidelines necessary to process both hard copy and digital records.  
Ensuring that the new applications developed (mainly workflow systems) have a records management component.  
Actively participating in the Information Security Classification project, which is currently underway.

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**Archives:**

Collecting and arranging the Bank's permanent records into archival collections, both in hard copy and digital formats; preparing descriptions of these archival collections.

In accordance with the most recent version of the Public Information Policy (PIP), collecting and disclosing on ebrd.com in November 2011 all previously posted EBRD strategies and policies – 200 documents dating from 1991.

Forming an archives working group (RM&A and Deputy General Counsel) which researched comparator organisations, and produced proposals for the selection and disclosure of specific collections of archival records with a view to disclose under the PIP.

Currently bringing these proposals to the attention of the PIP Working Group for consideration as part of the 2013 PIP review. It is proposed that the PIP should provide a broad delegation of authority to the President to disclose archival material on a selective basis, rather than identify specific categories of records to be released.

Preserving the digital archives in a repository using Livelink; strategy for long-term preservation of e-records to be developed based on PDF/A.

Converting the video collection to digital format; audio tapes to be converted in 2014.

**Council of the European Union**

*Name of Unit:* Records Management and Central Archives Unit  
*Location within organisation:* General Secretariat of the Council. Directorate General F, Communication and Transparency  
*Number of staff:* 39 (4 Administrators, 35 Assistants)

**Most important developments**

The Archives of the Council of the European Union have made an important effort to address the backlog of documents that should be open to the public according to the 30 years-rule. Nearly 3.000 legal acts are prepared for consultation in the framework of this initiative.

There's been a strong impulse to outreach efforts through the digitization of a large part of the historical collection and some more recent files and the introduction of scanning to PDF/A of historical files as part of their treatment. The preparations are already underway regarding the online publication of digitized historical collections.

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At the same time, the Council is strengthening its relationship with the Historical Archives of the European Union based in Florence. The cooperation will be guaranteed through the production of finding aids fully compatible with the multilevel international description standards. At the same time we have discussed with the Commission a shared approach towards the sharing of digital assets with Florence.

The Council has also started to take steps towards the establishment of a digital records management system. The Records Management and Central Archives will take a prominent role in the discussions related to the filing plan that have just started.

### **European Central Bank (ECB)**

*Name of Unit: Information Management Services / Archives*

*Location within organisation: Division within Directorate General Secretariat*

*Number of staff: 1 Principal Information Management Specialist, 3 Senior Information Specialists, 1 Senior Information Management Assistant, 1 Information Management Trainee and 2 temporary assistants*

### **Most important developments**

In 2012 the Archives, Library and Records Division underwent a re-structure and established 4 teams of which 'Archives' is one, headed by a Team Lead.

Work has been undertaken to establish a digital preservation business case, policy and strategy. Work has also been undertaken to establish a business case for webpages as (archival) records.

Archives has prepared an inventory and completed re-boxing of the Committee of Governors Fonds. We started to update and modify the inventory of the European Monetary Institute Fonds and the Delors Committee Fonds.

The Filing and Retention plan (2008) is being reviewed and updated. In parallel, the implementation of the retention policy to records in the EDRM system (>2006) is being tested.

As we are moving to a new building in 2014, we have prepared specifications for archives purpose buildings/facilities and are very much involved in designing the lay-out and the furnishing of the new archives storage. The planning of the logistical move is in full process.

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## **Organisation for Economic Cooperation and Development (OECD)**

**Name of Unit:** *Library & Archives*  
**Location within organisation:** *Information Management Services Division within Operations Services which is part of the Executive Directorate*  
**Number of staff:** *18 staff in Library & Archives*

### **Most important developments**

2009 - Library and Records Management units merged into 1 unit Library & Archives following a review by an external company. Modified the service offering to improve efficiencies, changed the job descriptions from Librarian, Documentalist, Archivist or records Manager to Information Manager or Information Advisor. Merged the teams, trained staff on new functions, created mixed teams: Outreach, Client Services, Information Systems and Communications.

2010-2011 - Merged the physical stacks and e-resources. Migrated Library catalogue and functions to OpenText Content Server. Result: One application to manage all L&A services and collections.

2010 - Joint Executive Directorate and Communications Service project to undertake a review by an external company of Knowledge & Information management in the OECD. L&A involved.

2011 - Start of a KIM Program in the OECD. L&A key player.

2011 - 2014 - Review of Systems architecture – Define a KIM Information Architecture, Draft Information Management rules and procedures.

Prepare an organisation-wide taxonomy. Issue call for tender and implement an Ontology management and semantic enrichment environment using linked data.

Prepare an organisation-wide KIM Communications plan.

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## **The World Bank Group (WBG)**

*Name of Unit:* Knowledge & Information Unit  
*Location within organisation:* Information & Technology Services Network  
*Number of staff:* 40

### **Most important developments**

Piloting eArchives, digitization of key collections to enhance public access regardless of location, with the participation of a Library of Congress intern.

Built an Access to Information (A2I) Team to answer 70% of public requests for information.

Strengthening Information Management Focal Points Program across all 35+ Vice-Presidencies to support implementation of information policies.

Piloting Information Assistants for Hire Program (IA4hire) to support units who want to enhance records management.

Collaborating with Operations Departments on producing knowledge products to include past lessons to guide current lending programs (e.g., Food Security timeline).

Restructuring our Information & Knowledge Group into “programs” instead of service units to better explain the value of our service (History Matters Program; Open Information, Next generation’s Library).

Organized 2-day History Workshop in close collaboration with Research Department, Operational Departments, Legal Department, Bank Group Chief Information officer (CIO) and Managing Director.

Lead special project to capture 5 years and \$600M of undocumented knowledge operations (Knowledge Objects Capture Project, KOCP).

Expansion of our awareness program: Mine Trips, FileVille, Country Office Hub Trainings.

Knowledge sharing with Renmin University of China via an internship program.

New Offerings: Enhanced Research Analysis – a partnership with Oxford Analytica to provide premium quality, highly customized research and in-depth analysis services to the World Bank Group and IMF staff.

Open Knowledge Repository, see: OKR - <https://openknowledge.worldbank.org/> .

Future: IFC Merger.

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## **International Atomic Energy Agency (IAEA)**

*Name of Unit:* Archives and Records Management Section  
*Location within organisation:* Department of Management, Division of General Services  
*Number of staff:* 42

### **Most important developments**

We finished a new, modern archival repository with mobile shelving system, climate control, fire extinguishing system and access control with a capacity of approximately 3000 linear meters.

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