

Appendix A: Survey statistics

What type of public office is your organisation?

- 40% NSW Government agencies / authorities / state owned corporations
- 51% local government organisations
- 6% local health districts, and
- 3% universities.

What size is your organisation?

- 20% are small (20 – 80 FTE)
- 33% are medium sized (80 – 250 FTE)
- 26% are large (250 – 1000 FTE)
- 19% are very large (1000 – 10, 000 FTE)
- 2% are mega (10,000+ FTE)

Is your organisation using a shared services arrangement for the delivery of records management services and operations?

- 17% responded YES
- 79% responded NO
- 4% responded that planning is in place to transition to shared services in 2013 which will likely include records services

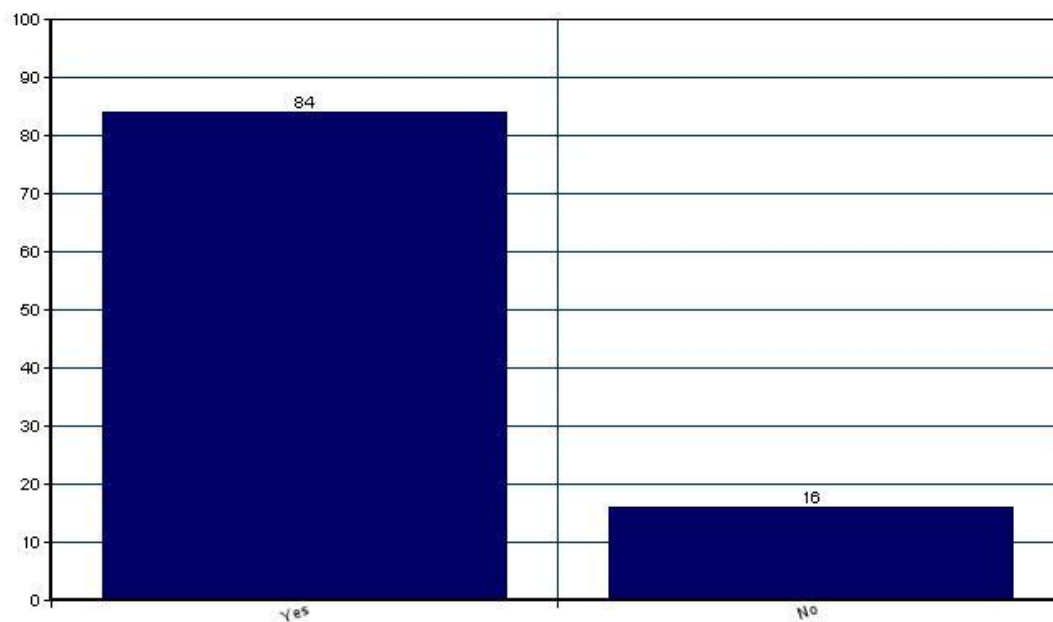
Does your organisation have access to strategic whole-of-organisation records and information management advice and knowledge?

- 64% responded Yes, we have access to an in-house fulltime records management resource
- 16% responded Yes, we have access to an in-house part time records management resource
- 10% responded Yes, we have access to strategic records and information management advice and knowledge but don't have a resource on staff
- 10% responded No, we don't have access to strategic records and information management advice and knowledge.

In the following graphs, all results are in percentages.

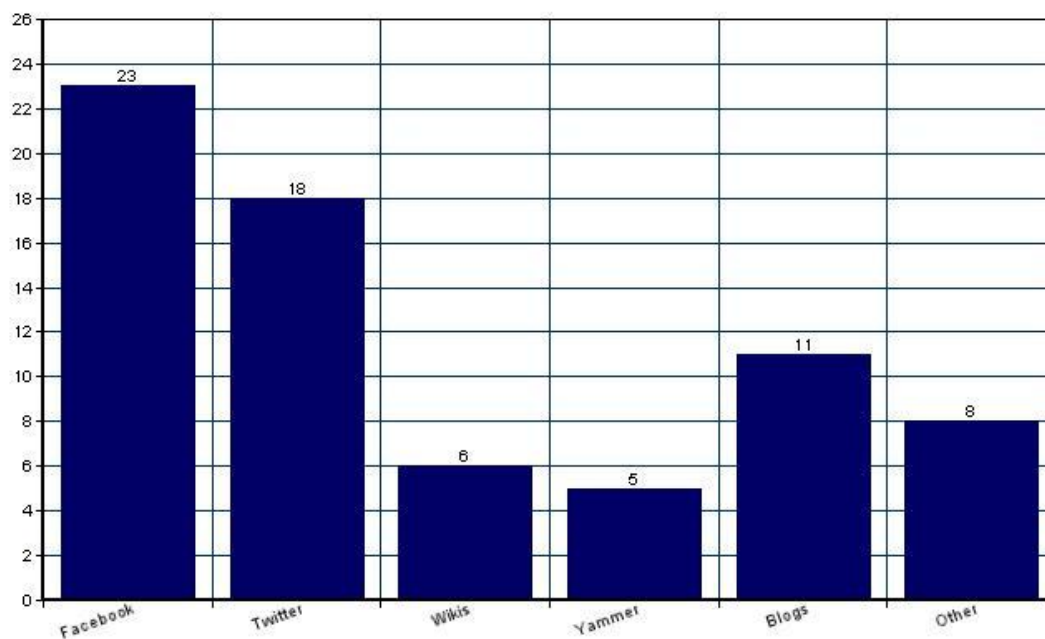
Question 1: Does your organisation assign responsibility for digital information and digital records to a senior or executive level officer?

Question 1



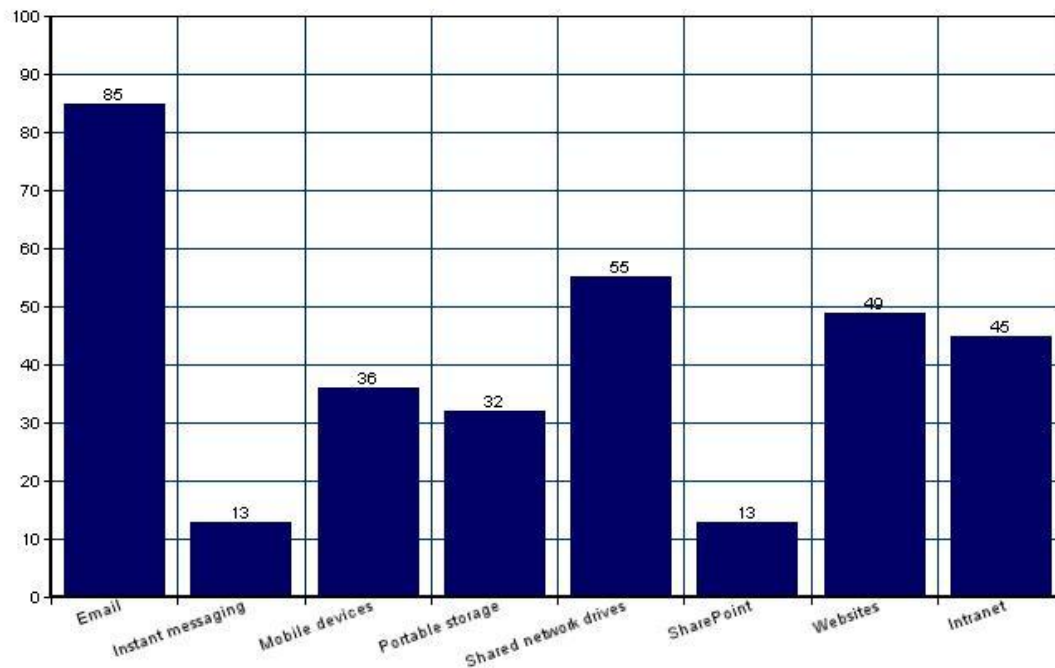
Question 2: Has the organisation set its policy and recordkeeping rules for the use of the following social media applications?

Question 2



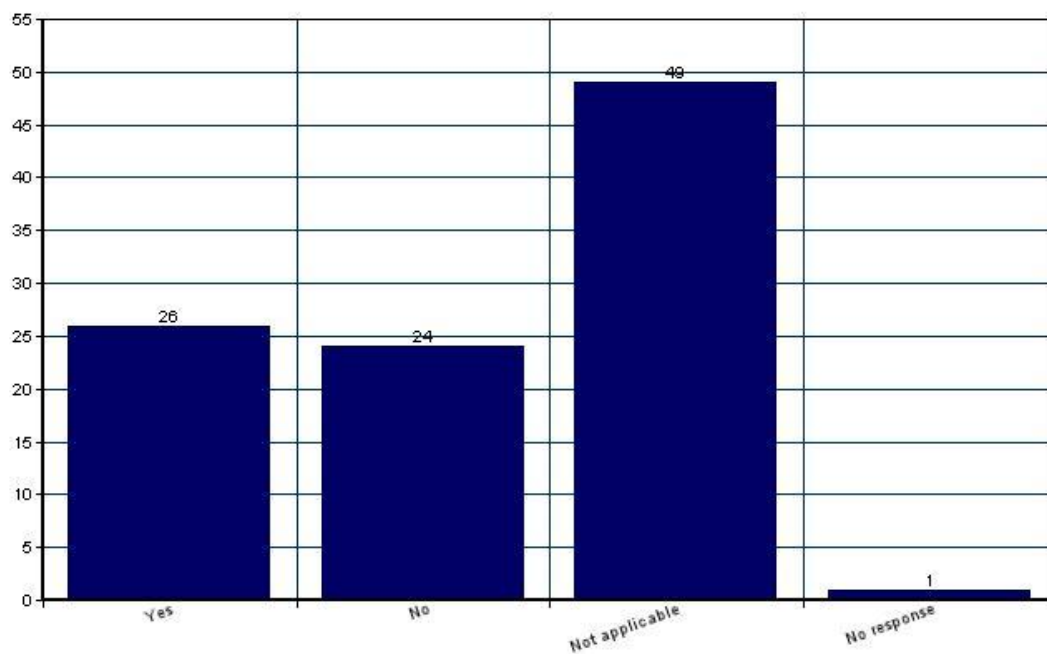
Question 3: Has the organisation set its policy and recordkeeping rules for the use of the following devices and business applications?

Question 3



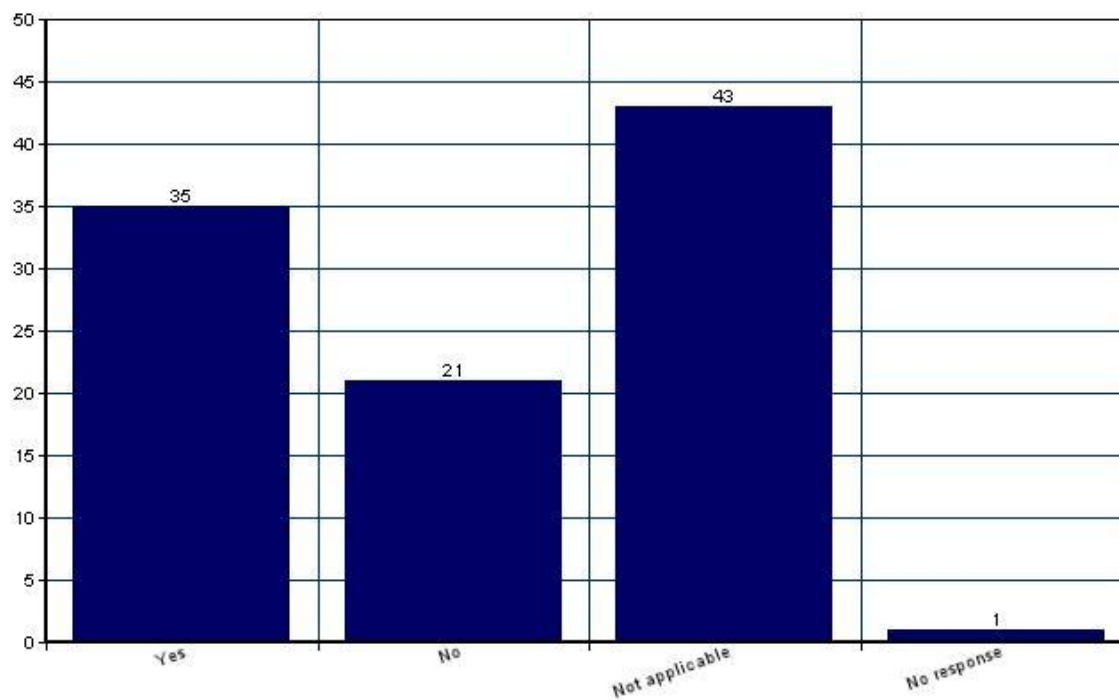
Question 4: Are recordkeeping requirements included in shared service or in-sourcing arrangements?

Question 4



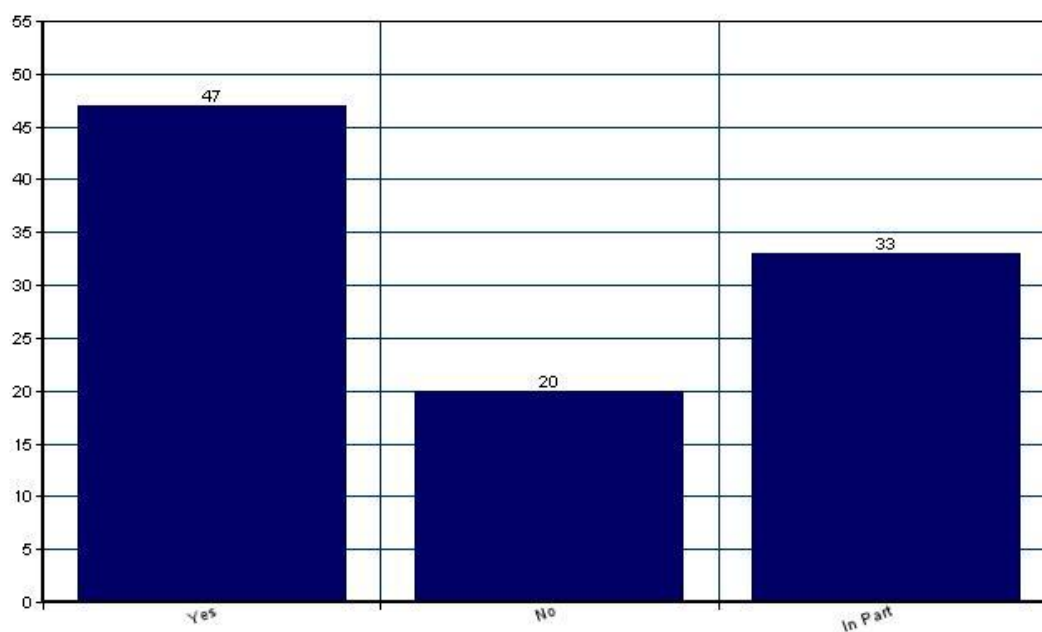
Question 5: Are recordkeeping requirements included in outsourced arrangements?

Question 5



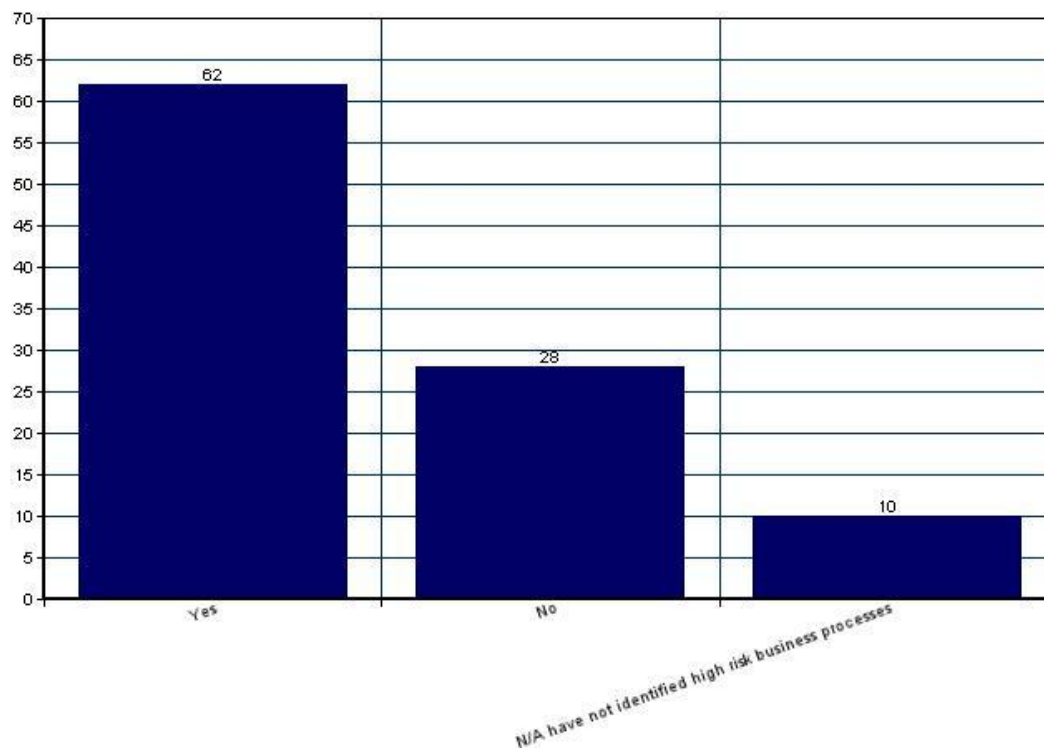
Question 6: Has the organisation identified its high risk business processes and the digital records that it needs to create and retain in support of these processes?

Question 6



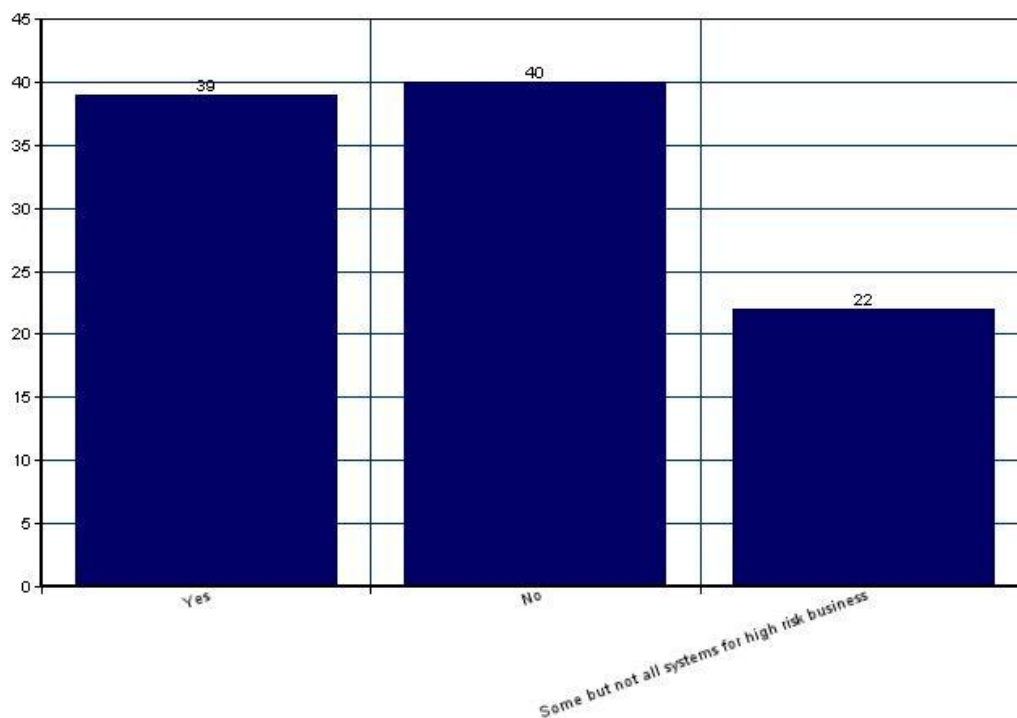
Question 7: Does your organisation undertake internal auditing or monitoring of high risk business processes to ensure that digital records are made and captured? *Question answered by 223 public offices; question skipped by 56 public offices*

Question 7



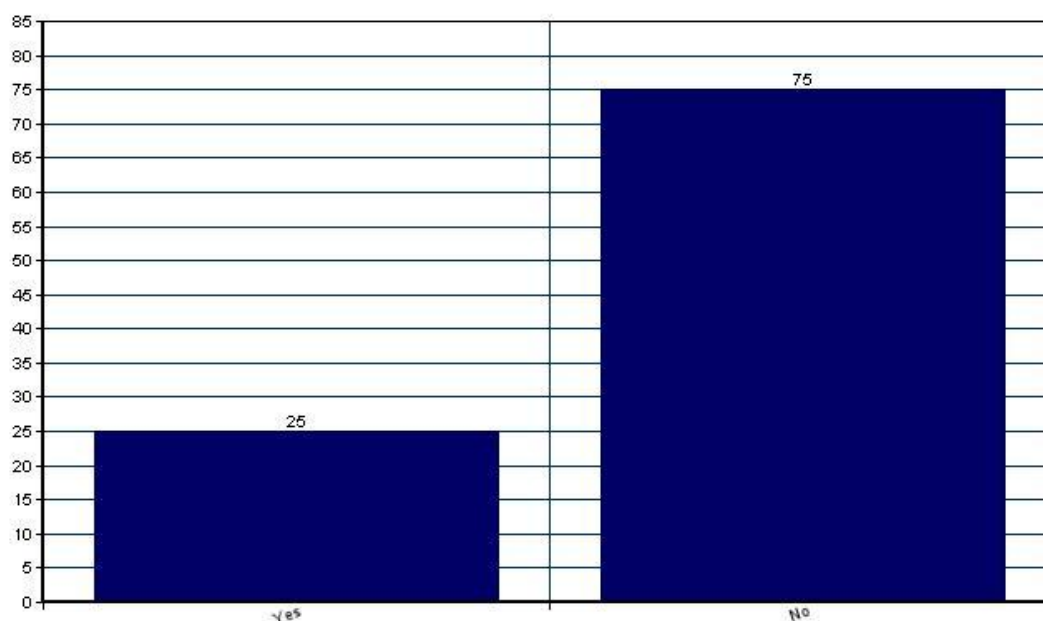
Question 8: Does your organisation have policies or procedures which require that digital recordkeeping functionality is incorporated into any new business systems design?

Question 8



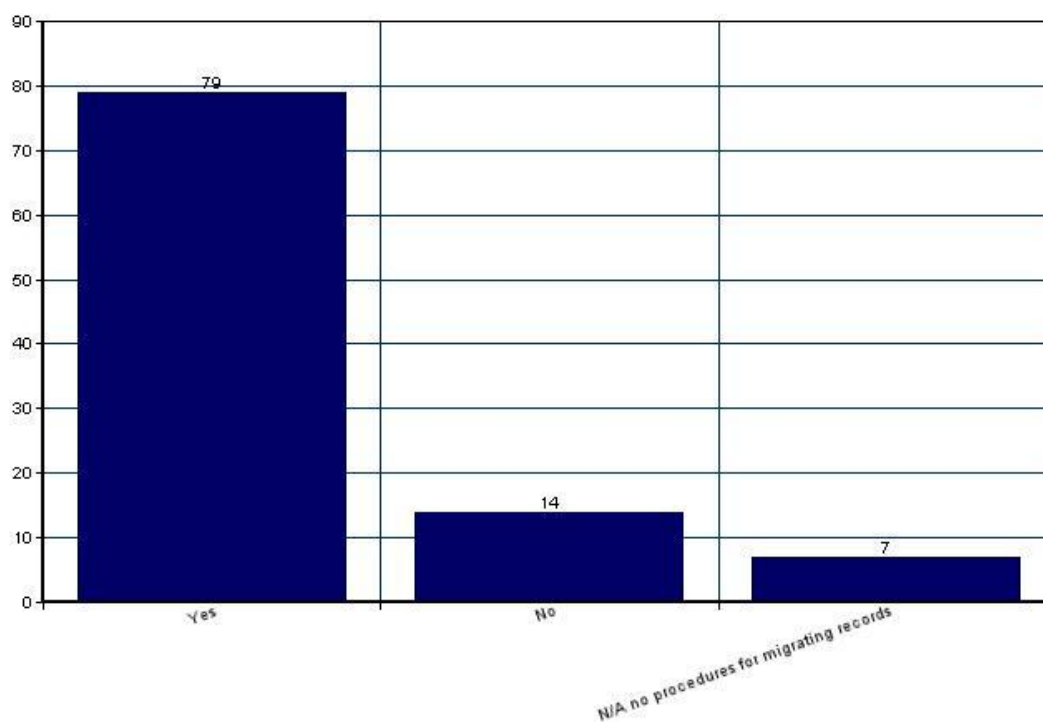
Question 9: Does your organisation have policy or procedures for migrating digital records?

Question 9



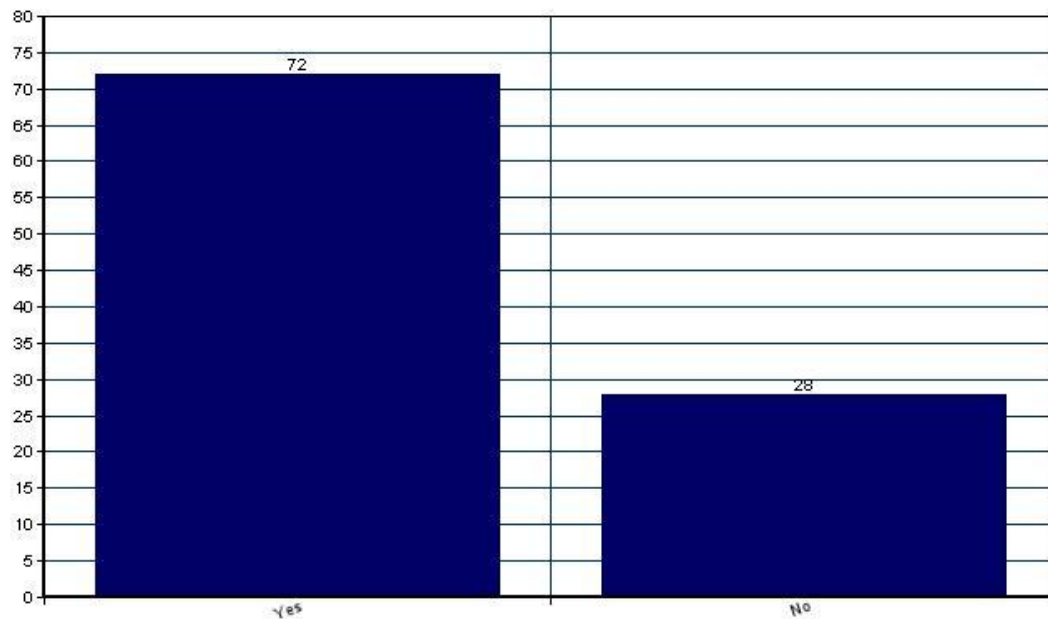
Question 10: Does the policy or procedures include the migration of metadata from one system to another and identify the disposal process for digital records not migrated forward? *Question answered by 70 public offices; question skipped by 279 public offices*

Question 10



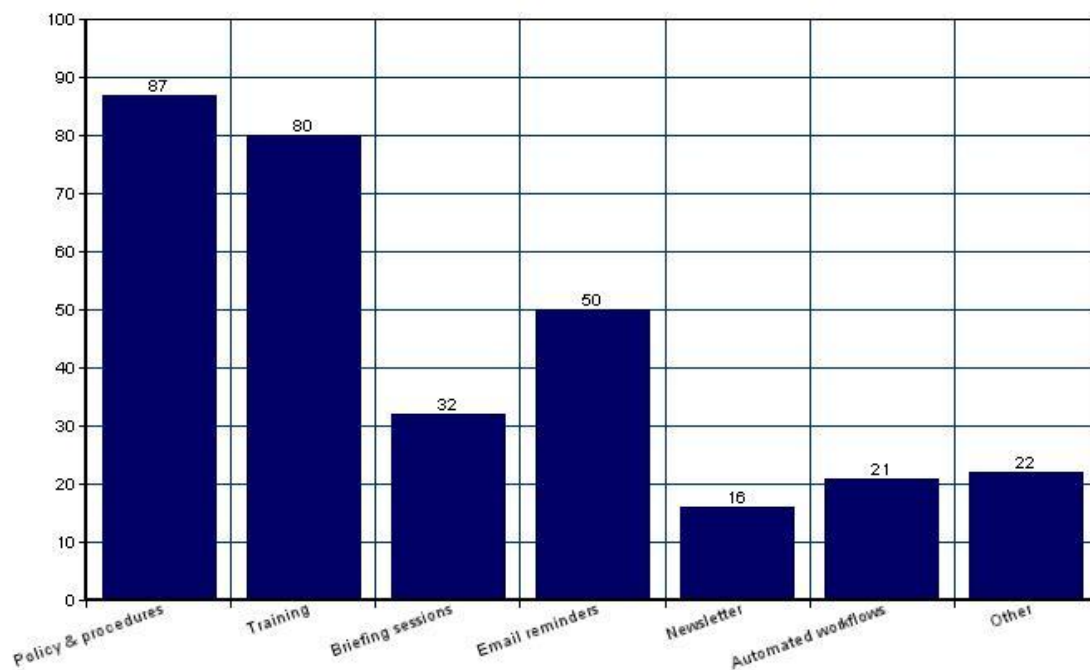
Question 11: Does your organisation provide training to all staff and contractors on meeting their responsibilities to create and capture full and accurate digital records?

Question 11



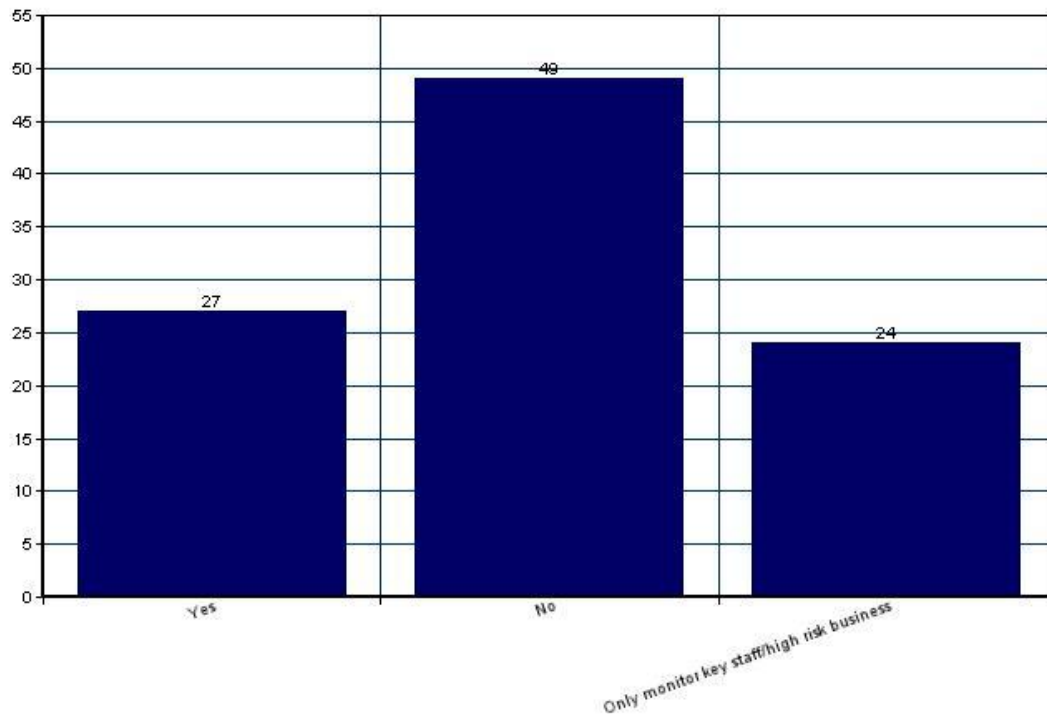
Question 12 How does your organisation inform staff of their responsibility to capture business-related email into the organisation's recordkeeping system (e.g. into EDRMS or designated recordkeeping system)? *Respondents could tick as many options as apply*

Question 12



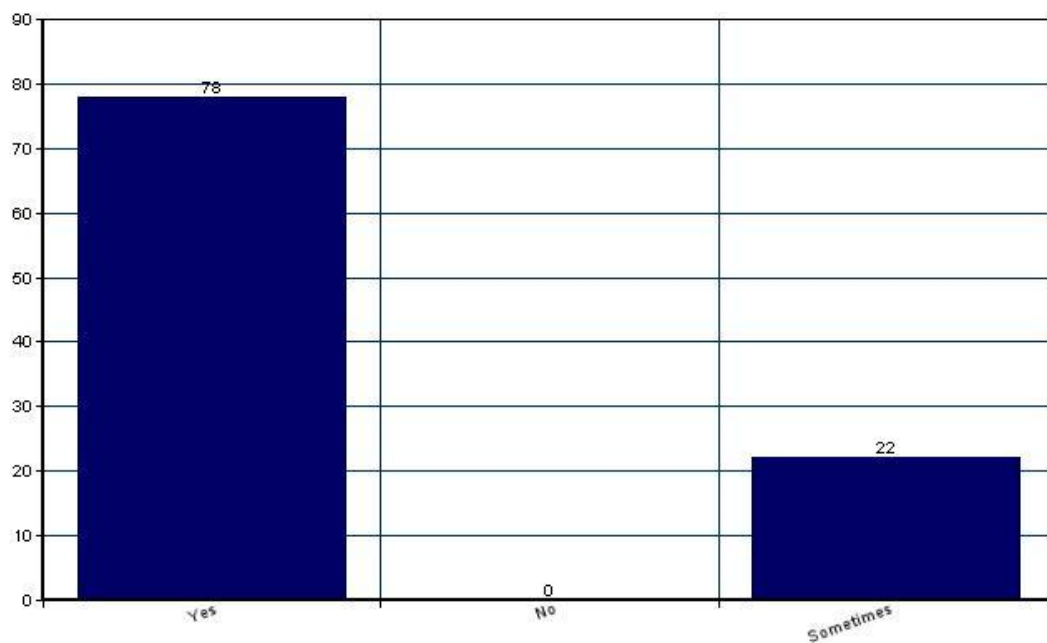
Question 13 Does your organisation monitor compliance with requirements to capture business-related emails into the organisation's recordkeeping system (e.g. into EDRMS or designated recordkeeping system)?

Question 13



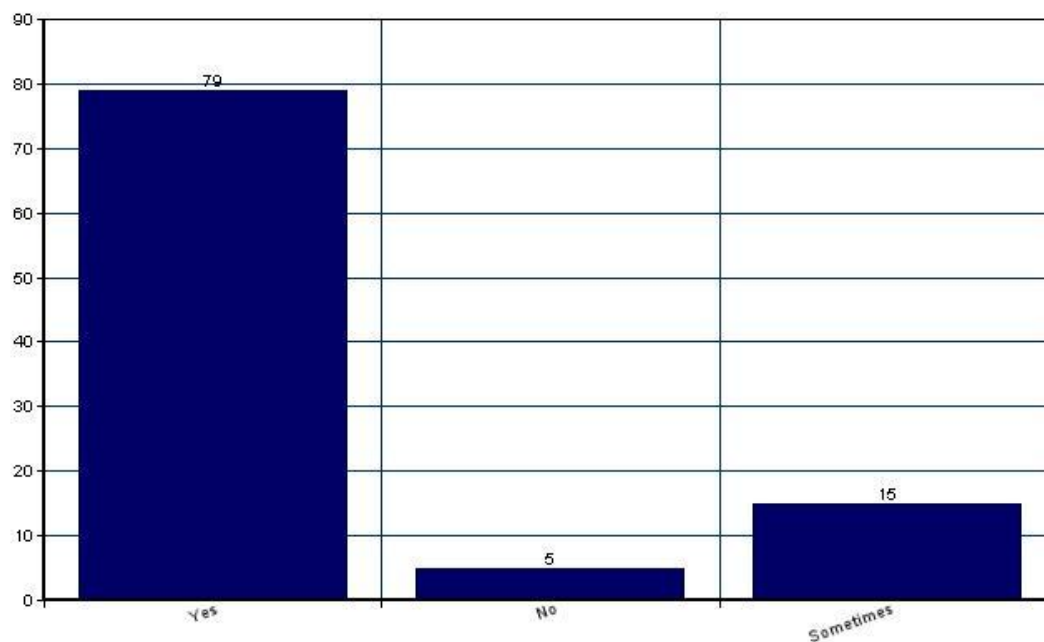
Question 14 Are you or other staff able to identify and retrieve emails when required?

Question 14



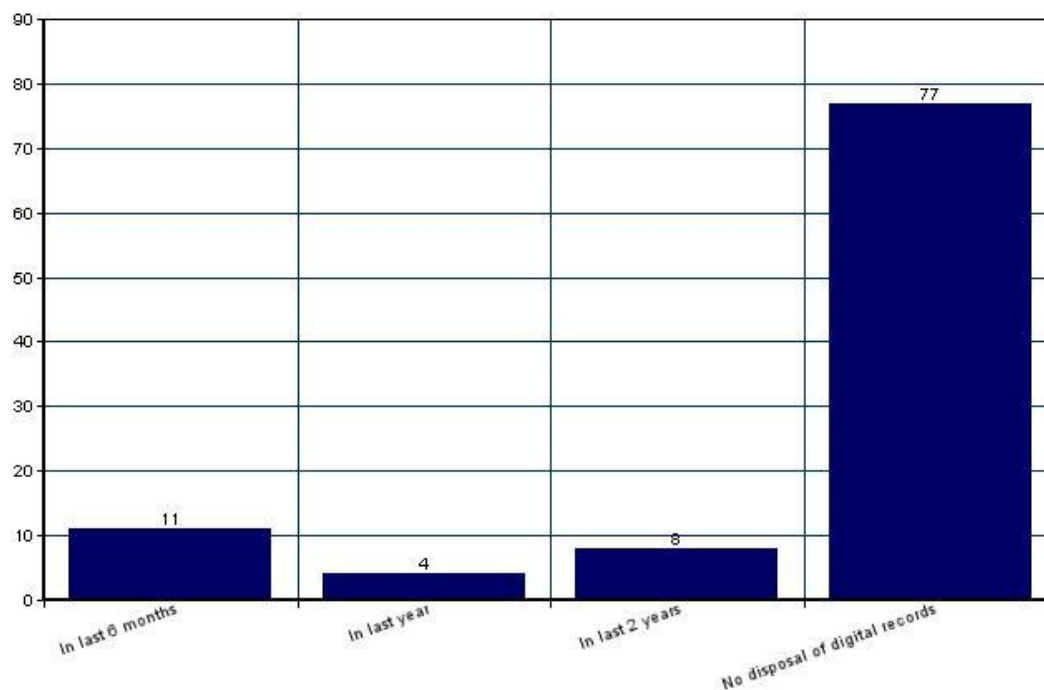
Question 15: Does your organisation use shared drives for storing digital records?

Question 15



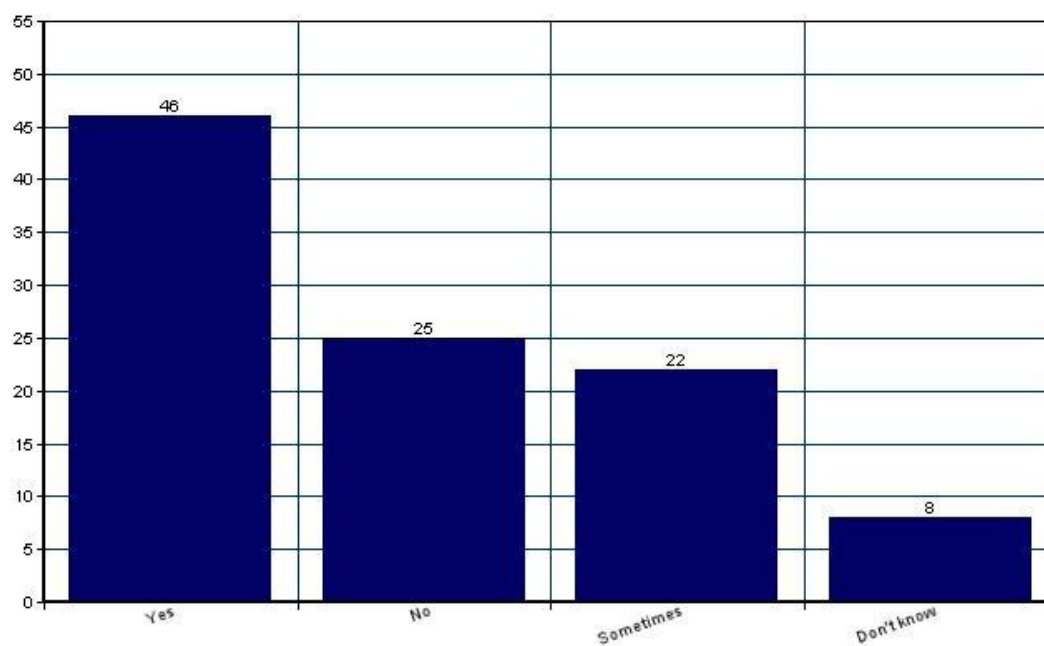
Question 16: Has your organisation disposed of digital records held in the organisation's designated recordkeeping system and/or EDRMS?

Question 16



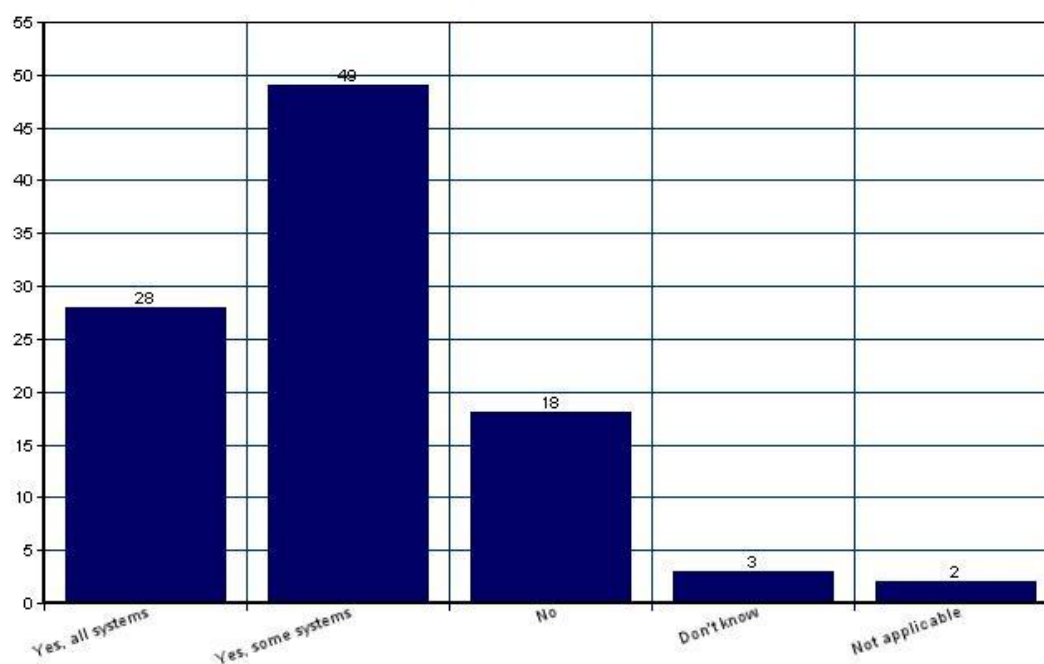
Question 17: When developing requirements for new business systems, does the organisation consider and address retention periods for digital records?

Question 17



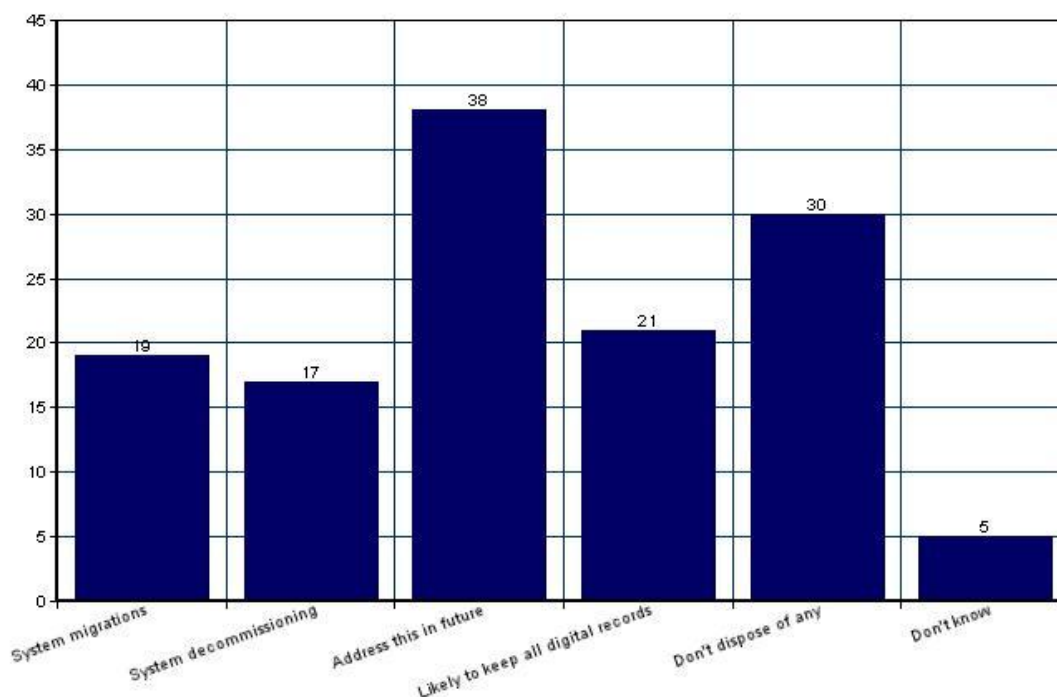
Question 18: Does your organisation know which digital records in its business systems will need to be kept for 5 or more years?

Question 18



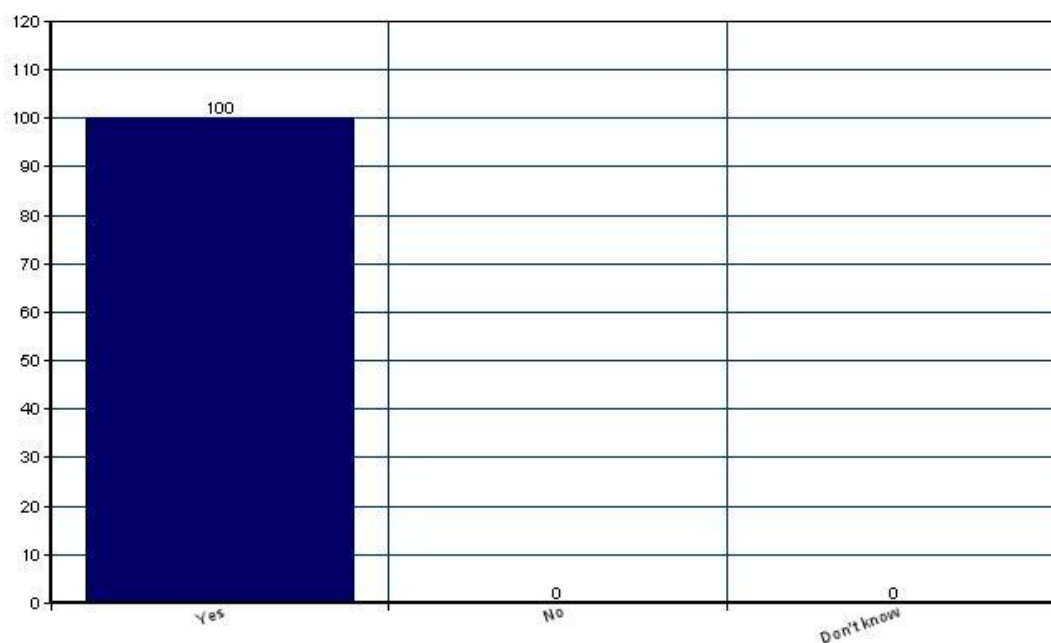
Question 19: How do you dispose of digital records in business systems? Respondents could tick as many options as apply

Question 19



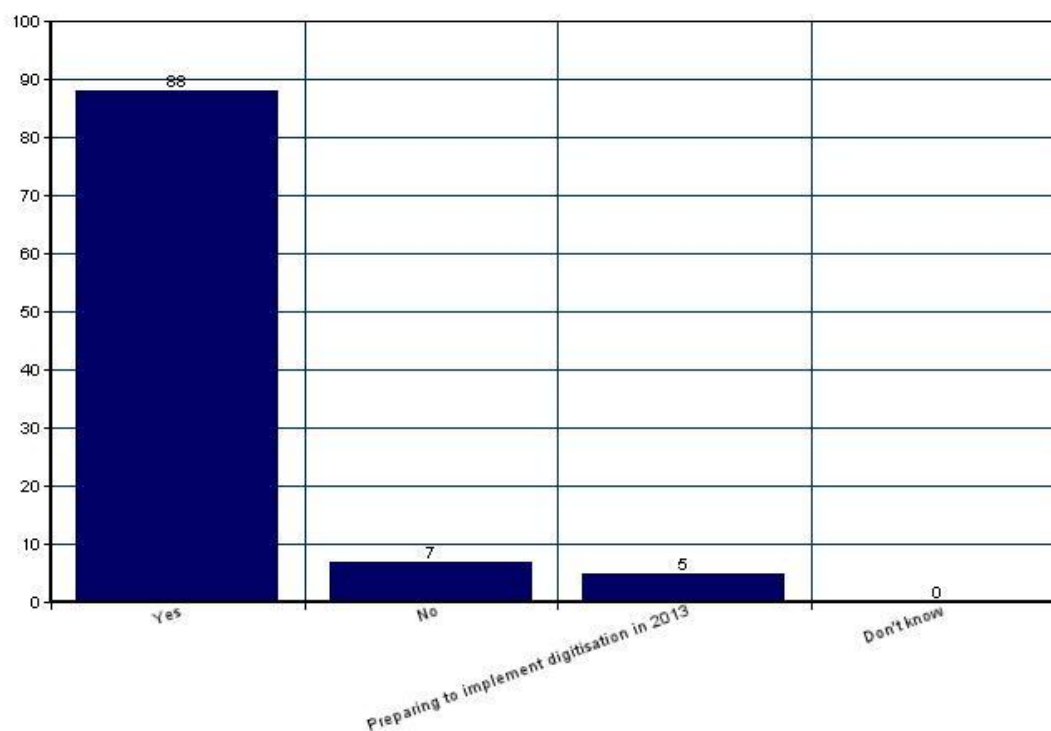
Question 20: Does your organisation confirm the quality and success of a migration before destroying the source records? Question answered by 59 public offices; question skipped by 220 public offices

Question 20



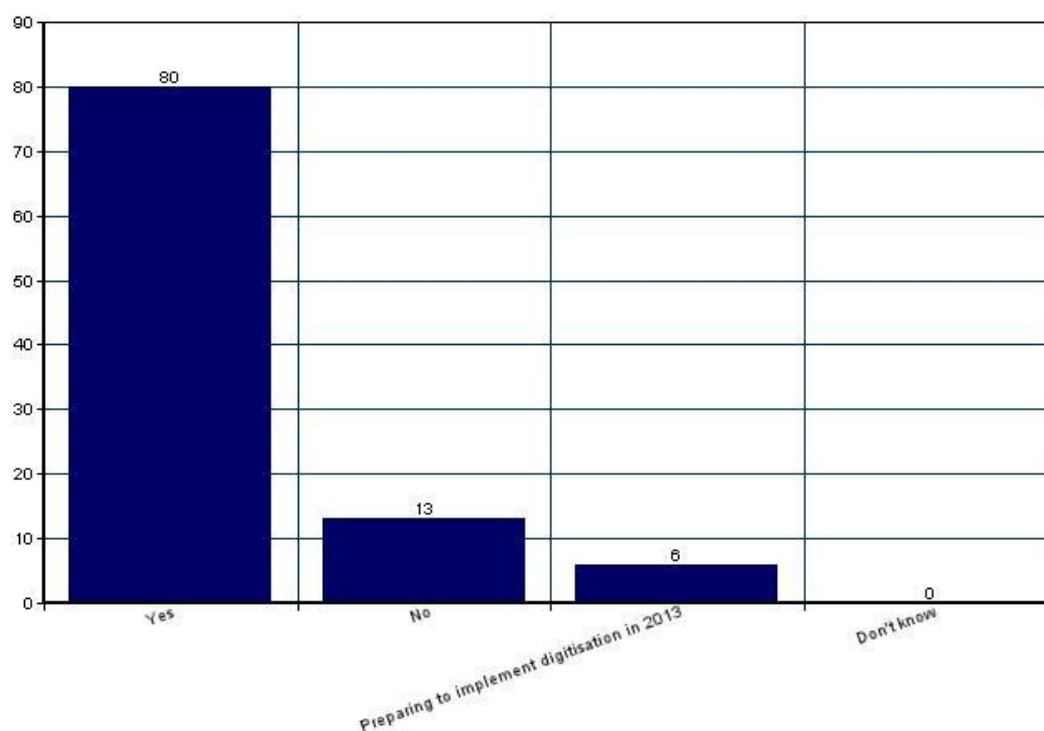
Question 21: Does your organisation scan/digitise some incoming paper correspondence?

Question 21



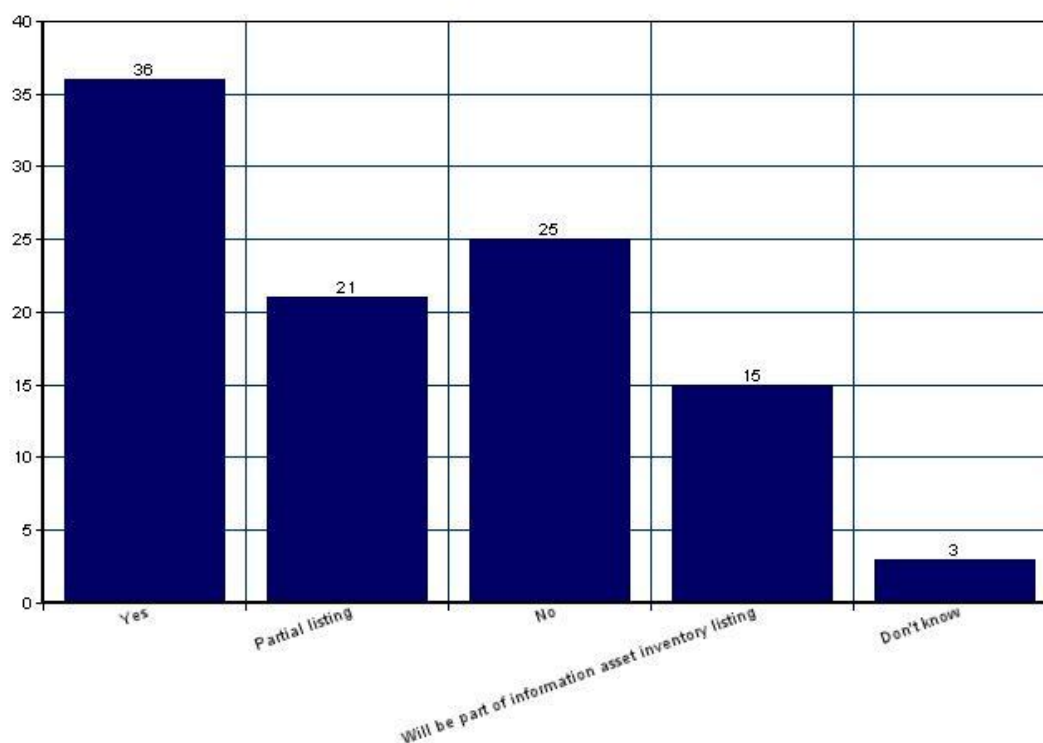
Question 22: Does your organisation scan/digitise some existing paper files to improve accessibility?

Question 22



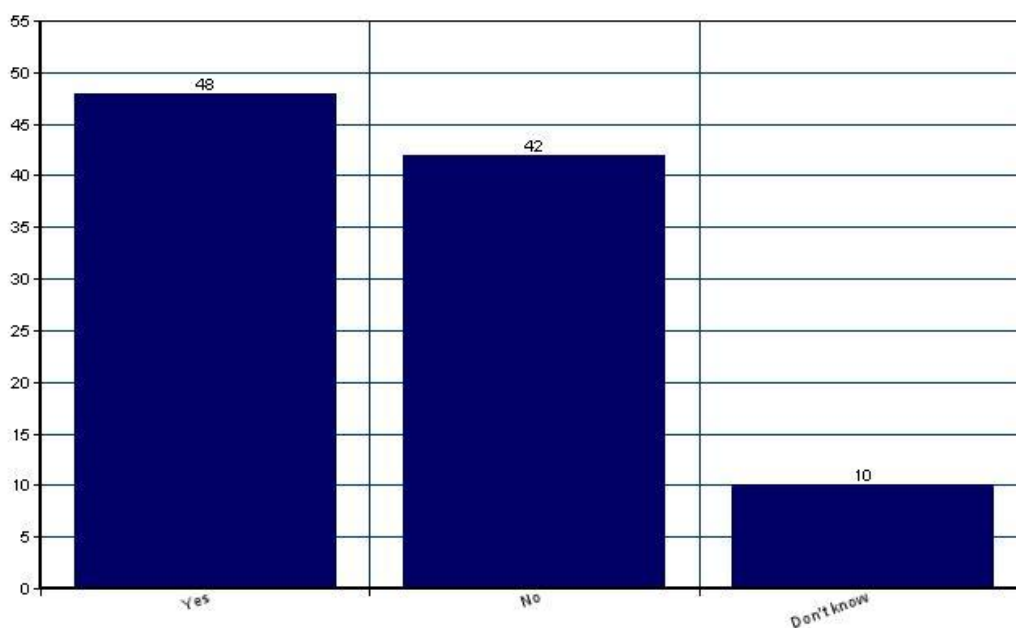
Question 23: Has your organisation identified all the owners of business systems which hold records of high risk business? In undertaking this work, you may have created an inventory or listing of systems and business owners.

Question 23



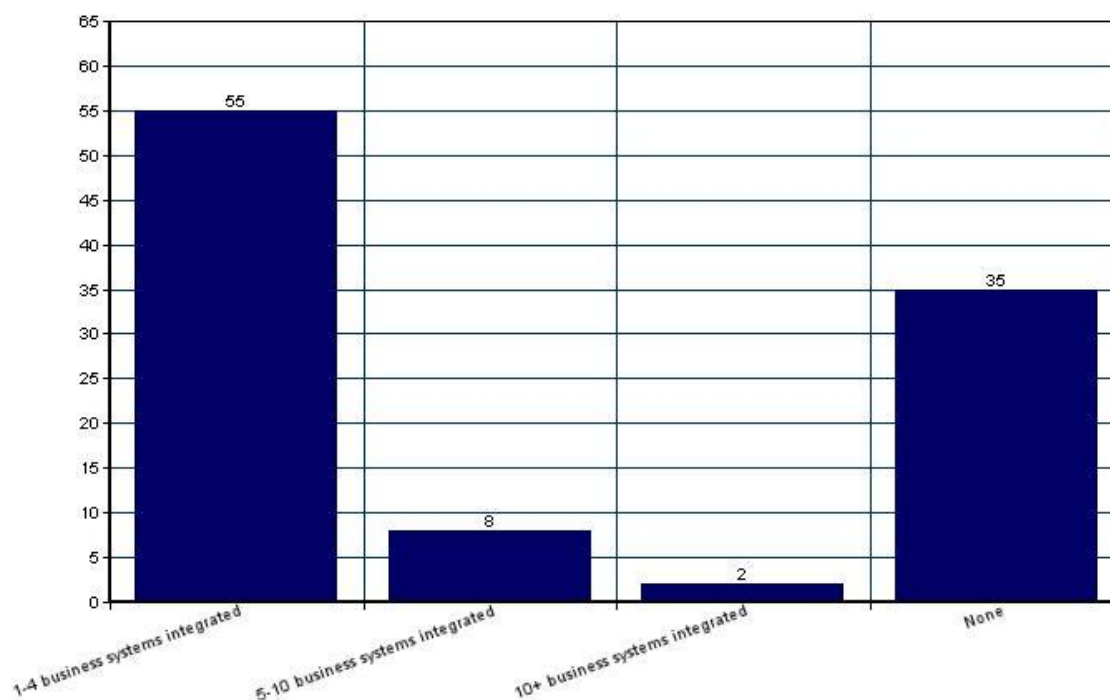
Question 24: Does your listing identify if the systems are creating and capturing records and have appropriate recordkeeping functionality? *Question answered by 199 public offices; question skipped by 80 public offices*

Question 24



Question 25: What number of business systems are integrated with or linked to the organisation's EDRMS or designated recordkeeping system?

Question 25

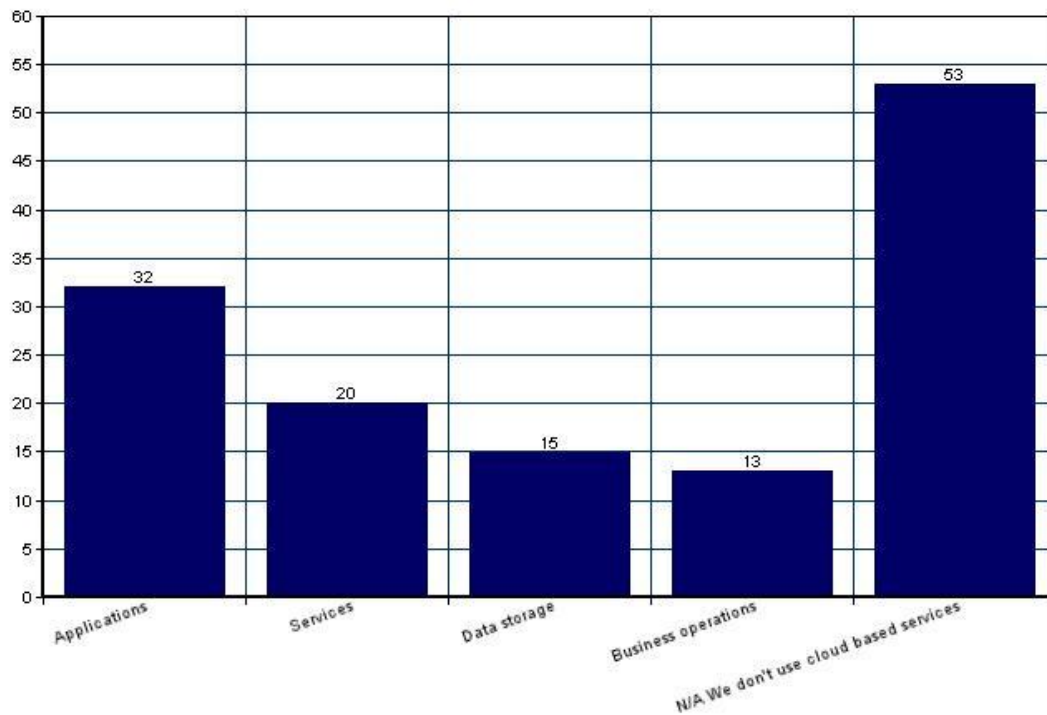


Question 26: Consider 3 key business systems in your organisation within which recordkeeping processes are performed. Do these business systems (and/or linked EDRMS) capture recordkeeping process metadata about the digital record? *Text responses to this question*

Question 27: Identify 3 business systems which support high risk business processes in your organisation that have digital record of long-term value (required for 20 years or more) or digital State archives in them. *Text responses to this question*

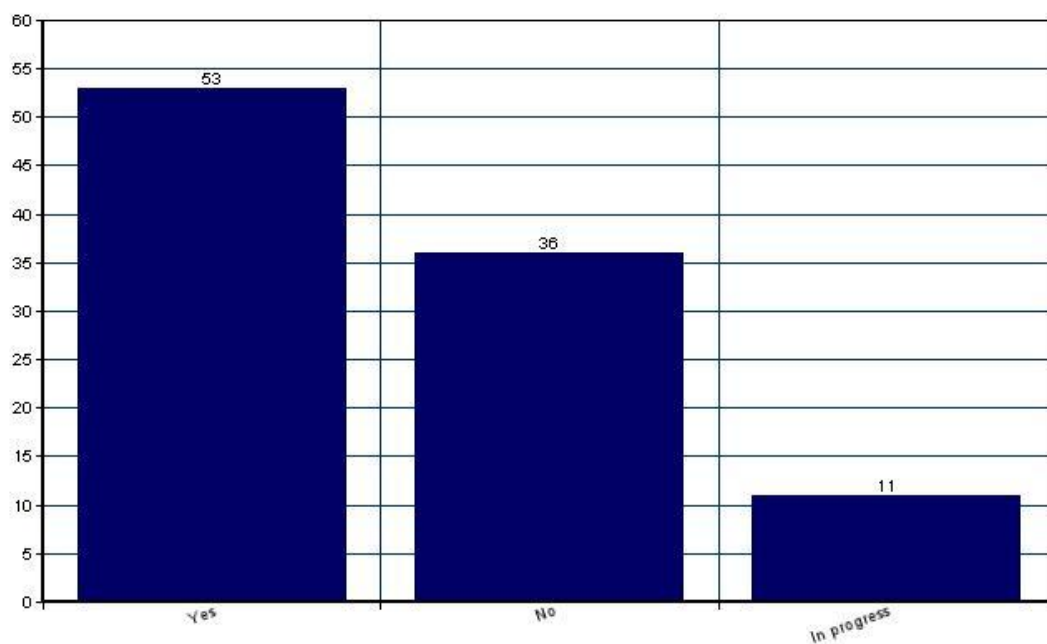
Question 28: What types of cloud based services does your organisation use?

Question 28



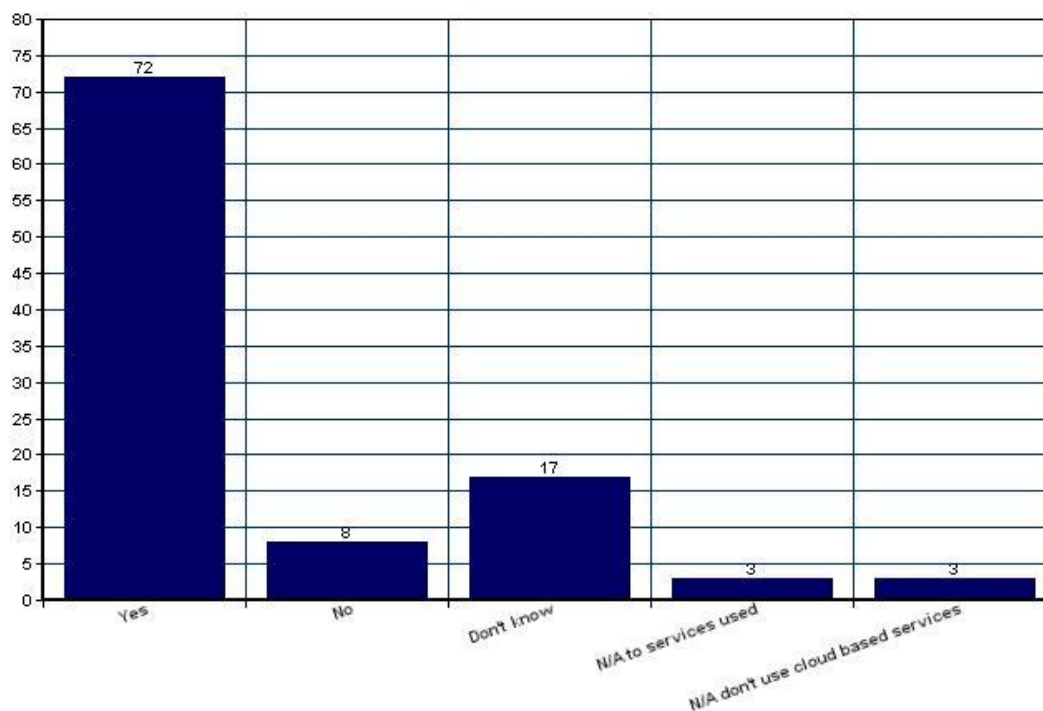
Question 29: Has your organisation undertaken a risk assessment of business and recordkeeping risks before using cloud-based services? *Question answered by 128 public offices; question skipped by 151 public offices*

Question 29



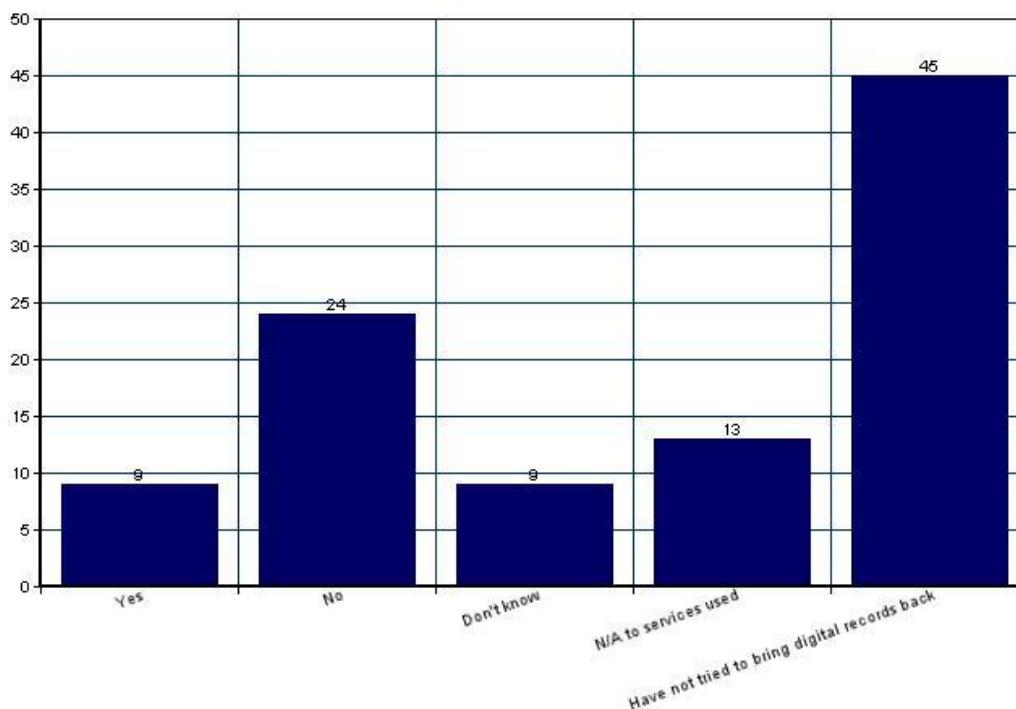
Question 30: Do cloud-based services used by your organisation have export functionality? Question answered by 126 public offices; question skipped by 149 public offices

Question 30



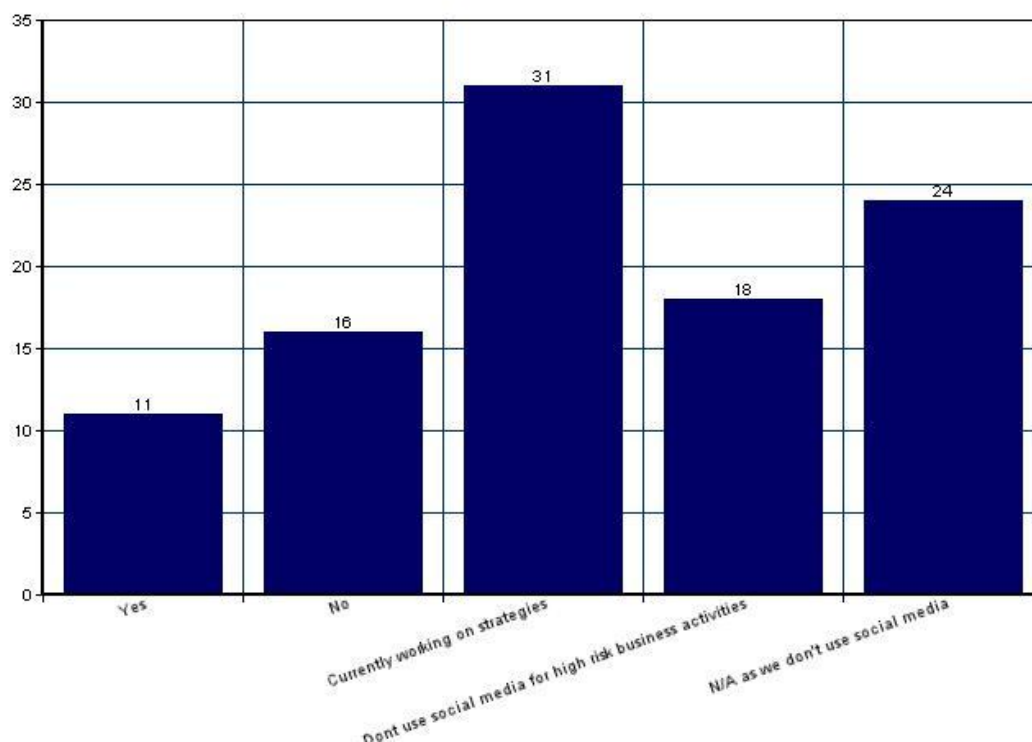
Question 31: If your organisation has used a cloud-based service, did your organisation have any issues with bringing digital records back into corporate systems or other problems during the contract or at the end of a contract? Question answered by 128 public offices; question skipped by 151 public offices

Question 31



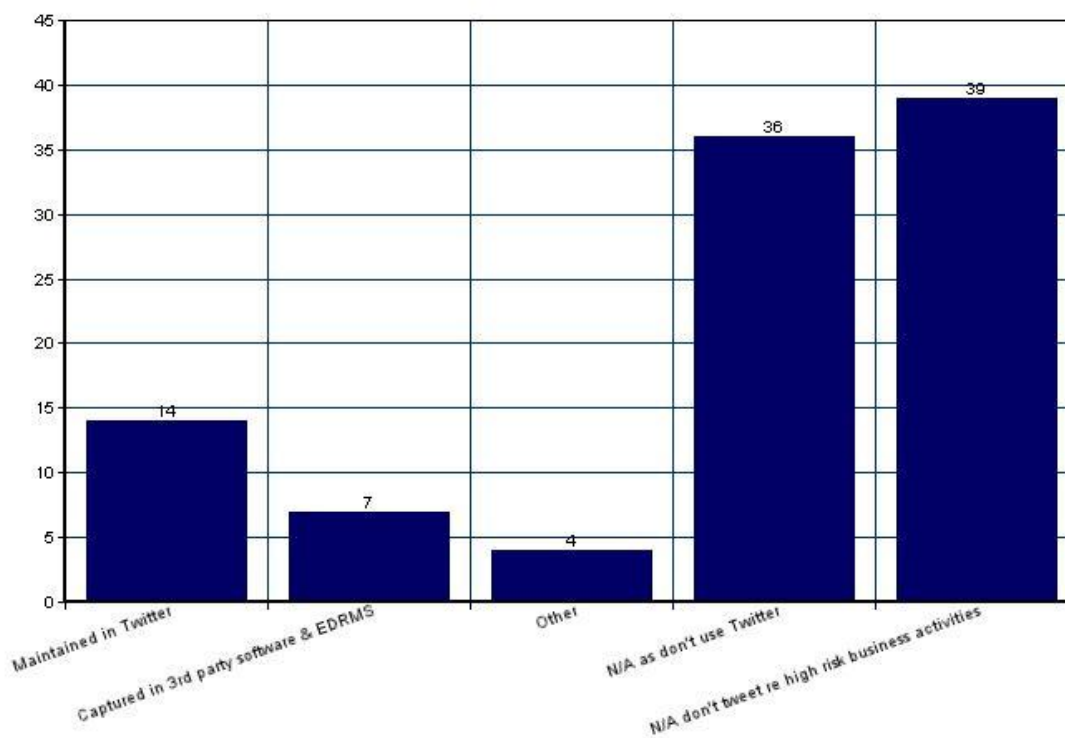
Question 32: Have you determined strategies for making and keeping digital records that support your organisation's key social media activities?

Question 32



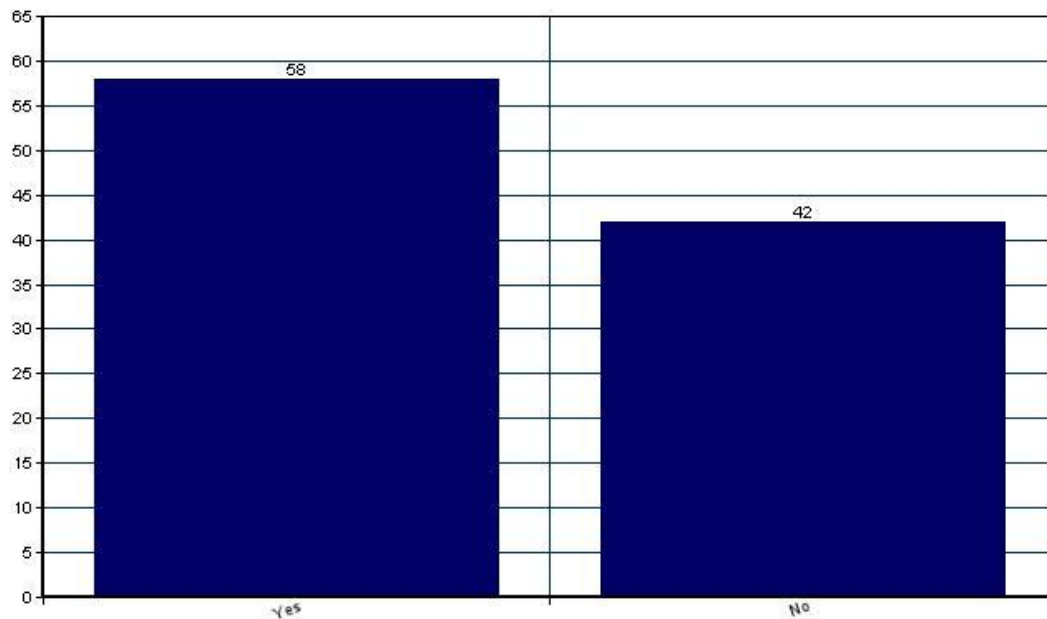
Question 33: How do you capture tweets of high risk business activities? *Question answered by 225 public offices; question skipped by 54 public offices*

Question 33



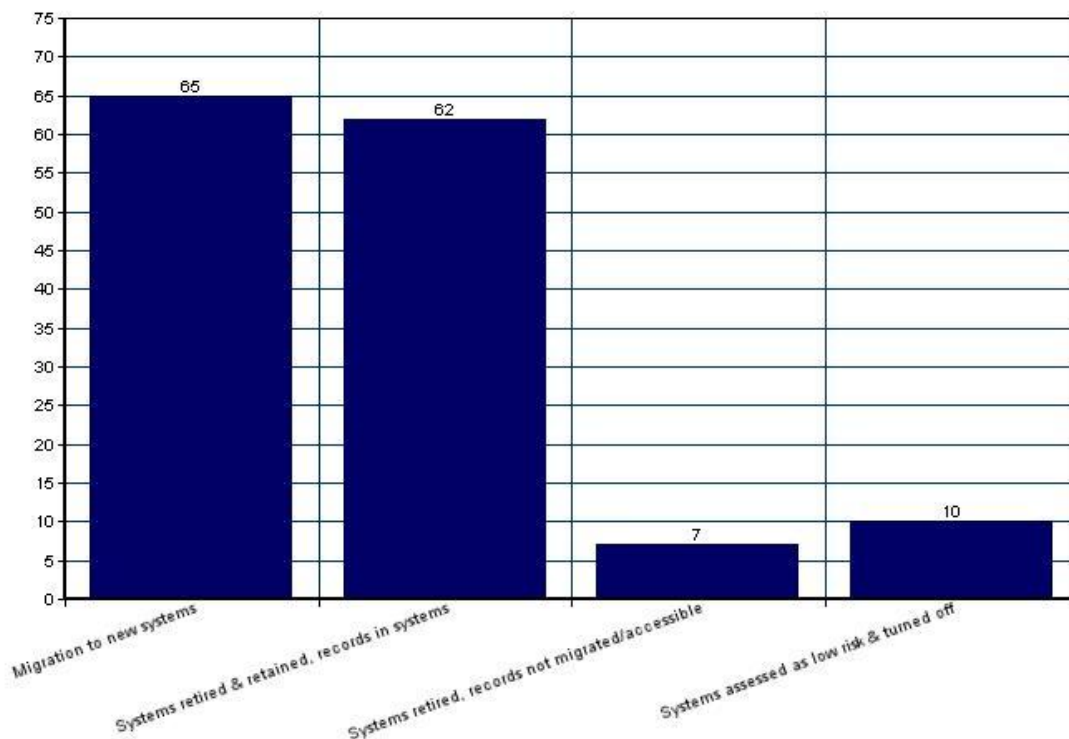
Question 34: Does your organisation have legacy systems or older business systems which it is managing?

Question 34



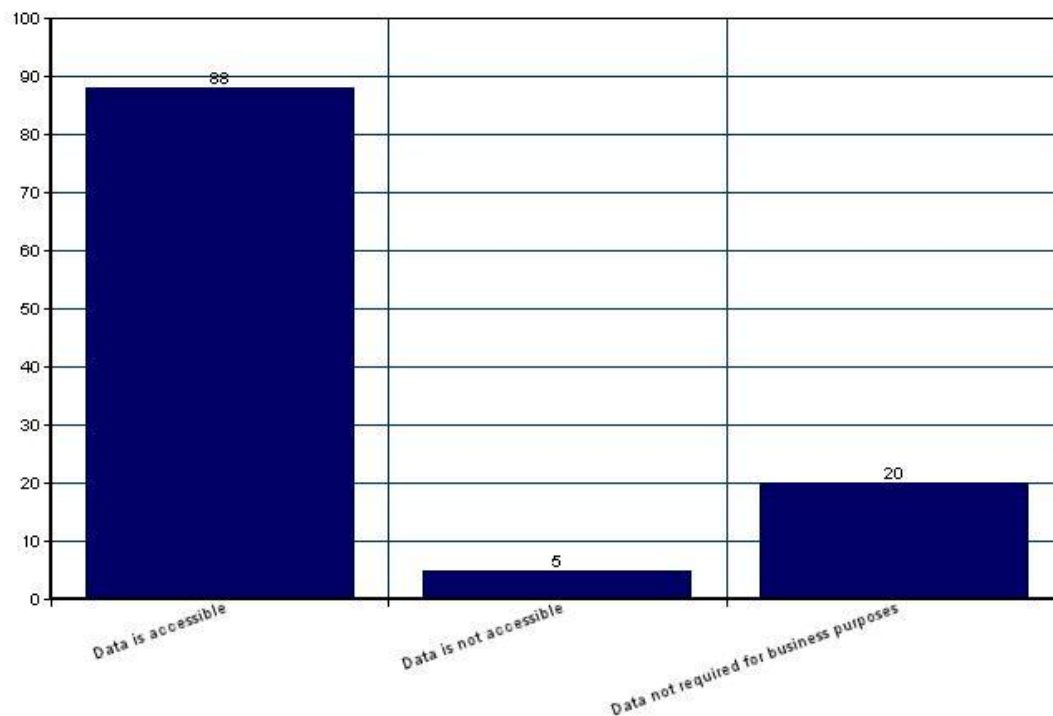
Question 35: How are legacy systems or older business systems that contain digital records currently managed? *Question answered by 162 public offices; question skipped by 117 public offices. Respondents could tick as many options as apply*

Question 35



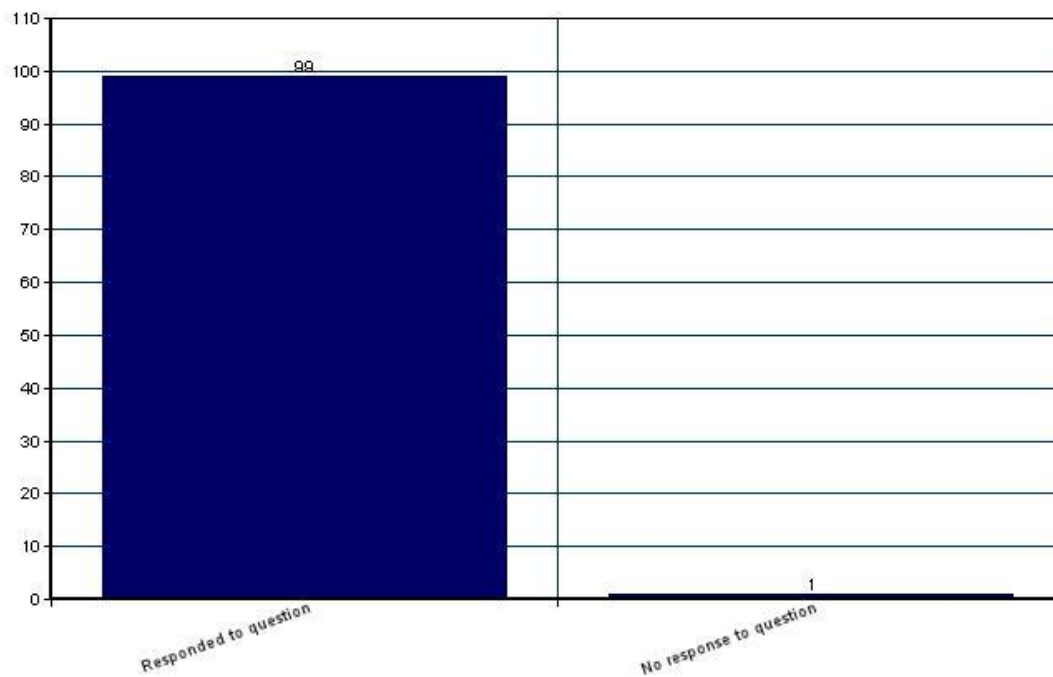
Question 36: Is there any data held in these legacy or older systems required for business purposes but which is not currently accessible? *Question answered by 115 public offices; question skipped by 164 public offices. Respondents could tick as many options as apply*

Question 36



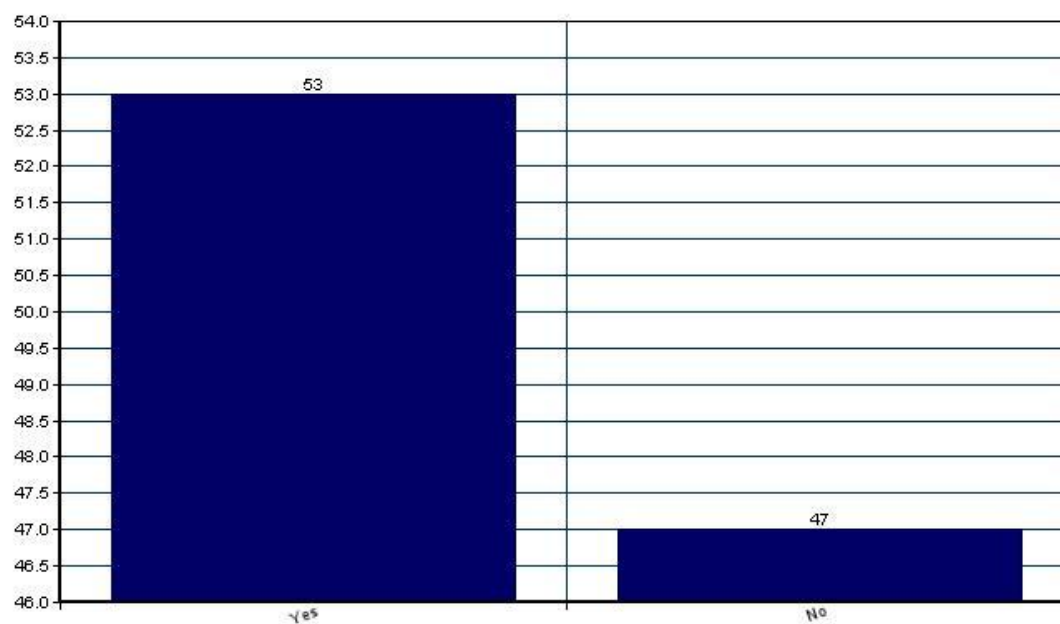
Question 37: How is your organisation managing the long term retention of digital records in key business systems? *Text responses to this question*

Question 37



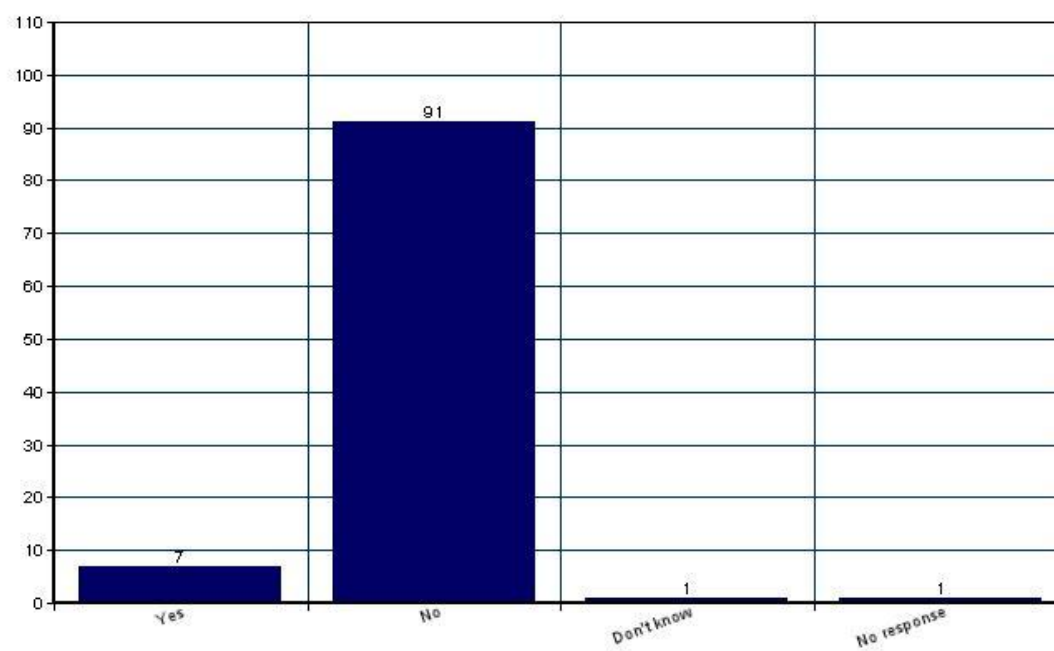
Question 38: Has your organisation identified digital State archives in its EDRMS or key business systems?

Question 38



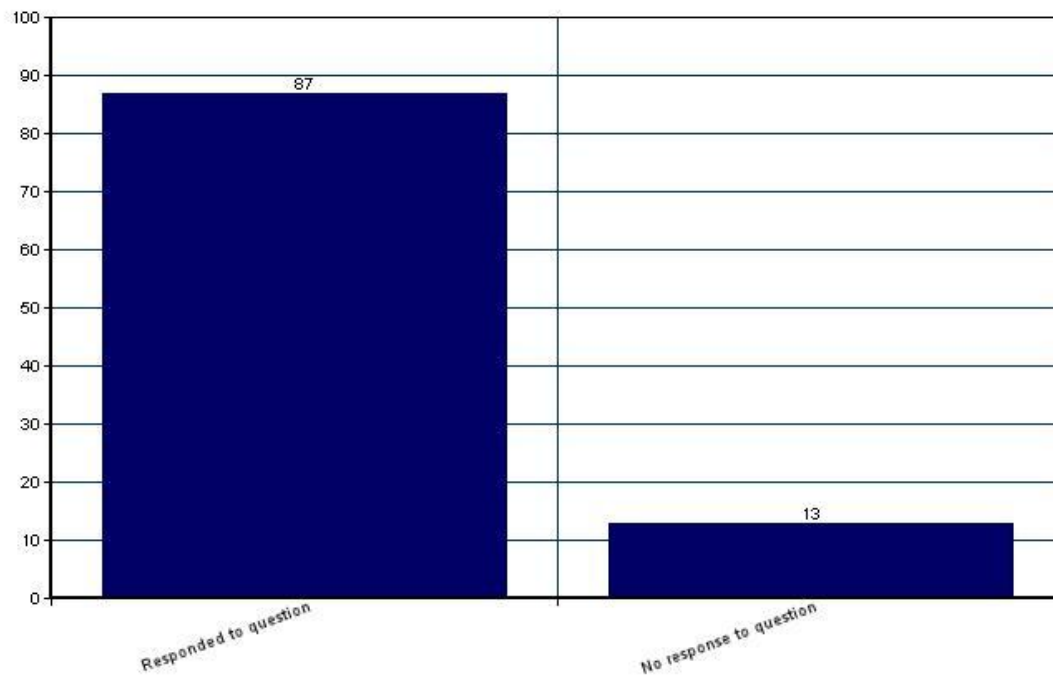
Question 39: Does your organisation plan to transfer digital State archives to State Records NSW in the next 12 months?

Question 39



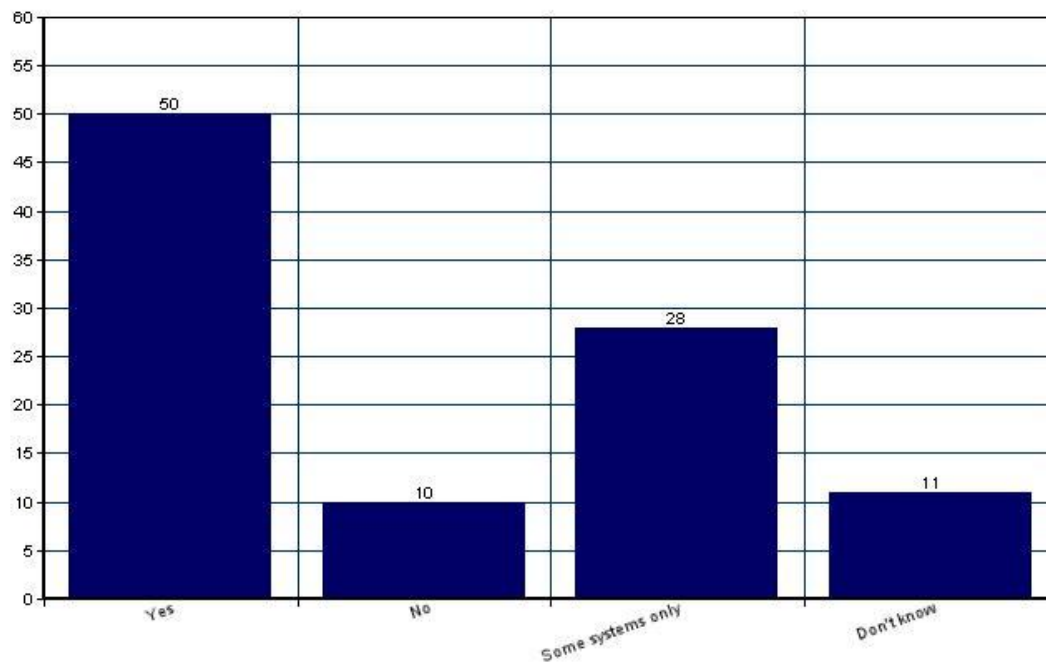
Question 40: What types of systems hold these State archives? *Text responses to this question*

Question 40



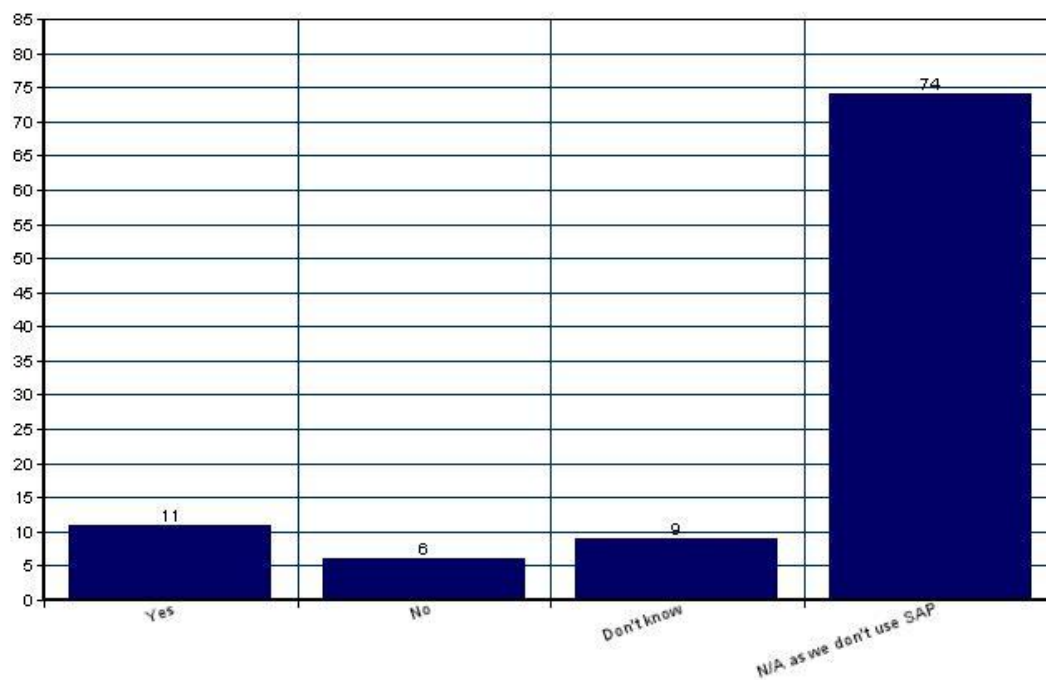
Question 41: Does your organisation document the system configuration of key business systems?

Question 41



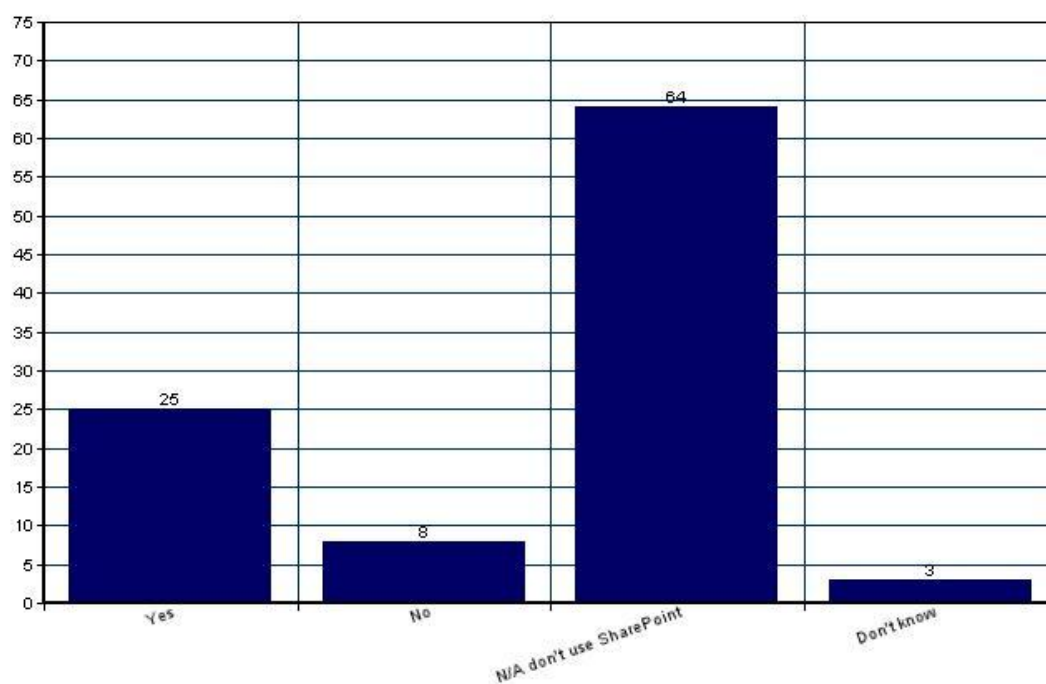
Question 42: If your organisation uses SAP, has your organisation documented the configuration?

Question 42



Question 43: If your organisation uses SharePoint, has your organisation documented the configuration?

Question 43



Question 44: Is your organisation creating and managing complex records such as 3D engineering records, CAD files etc.?

Question 44

