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FOR THE **RECORD**

Managing records in the New South Wales public sector

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New Director for State Records

Geoff Hinchcliffe has been appointed as Director of State Records and will commence with us on 28 April. For the past three years Geoff has worked in a senior capacity at the State Library of NSW, with a key role in the Library's digitisation program. Geoff is currently the Library's Chief Information Officer and Director of Digital Library Services. Previously Geoff spent a decade managing infrastructure for two leading investment banks.

Review of the *General disposal authority: imaged records*

State Records is reviewing the General disposal authority for imaged records (GA36). This authority authorises the destruction of the originals of records that have been imaged (provided that certain conditions have been met) including records required as State archives or required to be retained in agency. Currently the originals of records required as State archives or required to be retained in agency are only authorised for destruction after imaging if they were created **on or after 1 January 2000.** The main focus of the review is to examine if an earlier date would be appropriate. More information about the review is available from the Records Management News page.

Enrol now for Managing recordkeeping risk in business systems course in Western Sydney, 21 May

In today's rapidly changing business environments, it can be very hard to keep pace with new systems, the information they contain, the business processes they manage and the risks to corporate information that they pose.

To help public offices identify and manage these emerging risks, State Records runs a free half day workshop, Managing recordkeeping risk in business systems.

This workshop will be run on 21 May at the Western Sydney Records Centre at Kingswood, from 9:30am – 1pm.

This workshop is designed to help all records and information staff, no matter what their experience with digital records, to understand emerging digital business environments and to develop simple sets of priorities for managing their organisation's specific business risks.

The workshop is designed to be very interactive, with lots of scope for discussion around particular issues of interest. Feedback from recent workshop participants said:

- 'Really good session'
- 'Great examples and discussion – helped gain further understanding in risk'
- 'I enjoyed the workshop and would recommend to others'
- 'Very useful and a lot of interaction between the speaker and participants'
- 'Very, very useful'.

Please contact State Records ✉ govrec@records.nsw.gov.au if you would like to enrol for our upcoming Western Sydney workshop.

Strategies for managing social media information: frequently asked questions

As part of State Records' revised Strategies for managing social media information, we have updated our frequently asked questions about social media. If you have ever wondered:

- what is the legal status of information in social systems?
- how does the *Privacy and Personal Information Protection Act* apply to social media?
- do I need to keep information about what content the hyperlinks in my social media posts led to?
- can we tell clients that we don't want to receive their feedback or complaints via social media?
- how frequently do I need to capture records of our social media channels?

then please look at the Frequently asked questions on social media on the Future Proof blog.

If you have additional questions that you think we should cover in our guidance, please do contact us at ✉ govrec@records.nsw.gov.au.

Things to consider if your corporate email is being moved to the cloud

In a number of government organisations, corporate email is being moved to cloud environments.

If this is the case in your organisation, State Records has recently published some strategies that you may want to consider for managing the high value information that may be generated in this space.These strategies include:

- make sure information is considered front and centre in cloud transitions
- develop risk-based strategies for legacy email management
- be aware of related system changes
- support change management to improve information management practices in the cloud
- be aware of the risks associated with default or standard retention periods
- plan exit strategies from cloud services even before you move in
- understand the limitations and possibilities of cloud email archives
- develop strategies for the management of information from the business tools that are commonly bundled together with cloud email

If you have other strategies to suggest based on your experiences with transitioning corporate email to the cloud, please contact us ✉ govrec@records.nsw.gov.au

Disposal of digital information

At the EDRMS Implementers Group meeting in April, we discussed digital disposal. The group had lots of useful insights on the common barriers that impact on the ability of records and information managers to perform digital disposal, but also lots to say on ways to improve digital disposal practices.

A summary of the group's discussions is on the Future Proof blog. The next meeting of the EDRMS Implementers Group will be on 7 May at the LPI Building in Queens Square and the discussion topic will be records management in content management systems. If you are interested in attending, please contact us ✉ govrec@records.nsw.gov.au.

Review of Standards

State Records is currently reviewing the following standards to ensure that they are relevant and reflect best practice in the digital business environment:

- Standard on full and accurate records
- Standard on managing a records management program
- Standard on counter-disaster strategies for records and recordkeeping systems
- Standard on the appraisal and disposal of State records
- Standard on digital recordkeeping

We thank all organisations for contributing their comments and suggestions as part of this review and we will be developing revised content for the standards based on this feedback, which will be available for comment in the second half of 2014.

If you have any questions about the review process, please contact Catherine Robinson, Senior Project Officer Government Recordkeeping on telephone 8257 2991 or email: ✉ catherine.robinson@records.nsw.gov.au

Recordkeeping in the NSW public sector webpage

We are currently revising our Recordkeeping in the NSW public sector webpage to simplify the structure and bring together guidance relating particular topics in the one place. We are hoping the site will go live at the end of April.

Future Proof blog

Recent posts on the Future Proof blog are:

- Reviewing the Standard on digital recordkeeping
- Thinking more about moving email to the cloud
- Disposal of digital information: why it's not occurring and how we might be able to start improving things

So far in 2014, the most popular posts on Future Proof have been:

- What records need to be made and kept in paper? and
- Tools for capturing social media information

Training in records management

State Records runs a variety of records management short courses. The following courses are being offered during May and June:

- 12 May: Managing Digital Records: An Introduction (Nowra)
- 13-14 May: Records Management Fundamentals (Nowra)
- 15 May: Implementing a Retention and Disposal Authority for Local Government Records (Nowra)
- 16 May: Implementing a Retention and Disposal Authority (Nowra)
- 21 May: Managing Recordkeeping Risk in Business Systems (Western Sydney Records Centre, Kingswood)
- 27 May: Retention and Disposal of Public Health Sector Records (Queens Square, Sydney)
- 10 June: Managing Digital Records: An Introduction (Queens Square, Sydney)
- 11-12 June: Records Management Fundamentals (Queens Square, Sydney)

Disposal authorities approved

State Records recently approved authorities for the Long Service Corporation, the NSW Electoral Commission and Electoral Districts Commissioners. Copies of our retention and disposal authorities are available on the Disposing of Records page on our website.

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The State Records Authority of New South Wales
T: +61 2 9673 1788 | F: +61 2 9833 4518 | E: info@records.nsw.gov.au | ABN: 96 588 554 718