GOINFO PROJECT
(GOOD INFORMATION GOVERNANCE)
MID SWEDEN UNIVERSITY RESEARCH REPORT
Göran Samuelsson, Ph.D History, Senior Lecture in Archives and Information Science at Mid Sweden University since October 2004

- Härnösand
- Sundsvall
- Östersund

Previously worked 10 years at National Land Survey of Sweden as an archive-strategist, archive-coordinator and also as a product manager for historical maps and archives

3 years at the Military Archive of Sweden - Map department

Member of Swedish ISO/SIS
Member of Euro SDR /Archive
Certified business architect
AGENDA

CEDIF/GOINFO
Göran Samuelsson Project Leader GOINFO

Trusting salary information
Stefan Berggren Senior Archivist & Records Manager
Municipality of Härnösand

Trust and the concept of the archive in the framework of e-government
Ann-Sofie Klareld PhD student, GOINFO

Karen Anderson Research Leader CEDIF

Records in the Cloud and Documenting Events
Erik Borglund, Associate Professor CEDIF
Research areas

1. Enterprise content management & enterprise architecture
2. Business process management
3. Documentation
4. Records management/ recordkeeping
5. Metadata
6. The borders between records management and archives management: The archive as a function
7. Systems for long-term preservation
PROJECT GOINFO
Good Information Governance
2013-2014  WWW.MIUN.SE/GOINFO

County Board of Västernorrland
Härnösands Municipality
Mid Sweden University
GOINFO’s OBJECTIVE:

TO ENABLE GOOD INFORMATION MANAGEMENT BY:
• DEVELOPING AND IMPLEMENTING METHODS AND TOOLS FOR GOOD DIGITAL INFORMATION MANAGEMENT IN THE REGION (Västernorrland)
• DEVELOPING COLLABORATION BETWEEN THE UNIVERSITY, GOVERNMENT AGENCIES AND PRIVATE COMPANIES
STRATEGIES FOR INFORMATION MANAGEMENT

1. Plan and manage information flows
2. Build and manage information flows
3. Transfer and preserve information flows
4. Preserve and disseminate information
1. PLAN AND MANAGE INFORMATION FLOWS

- IDENTIFYING COMPONENTS OF A STRATEGY FOR GOOD INFORMATION GOVERNANCE. (Stefan Berggren and Göran Samuelsson)

- RESEARCHING THE CONCEPT OF THE ARCHIVE IN THE FRAMEWORK OF E-GOVERNMENT (Ann-Sofie Klareld)

- MODELS FOR MASTER DATA, DOCUMENT PLANS, INFORMATION ARCHITECTURE (Göran Samuelsson)
2. BUILD AND MANAGE INFORMATION FLOWS

- DEVELOP CHECKLISTS AND TOOLS FOR ANALYSIS, VALIDATION AND AUDITING

- PROVIDE SUPPORT FOR BUSINESS ANALYSIS AND PROCESS MODELS

- ANALYSIS AND WORKSHOPS FOR MODELLING AND EVALUATION OF KEY FUNCTIONS AND BUSINESS FLOWS
  - EG. CENTRALIZED REGISTRATION SERVICES (MARIA KALLBERG)
3. TRANSFER AND PRESERVE INFORMATION FLOWS

- ANALYSE BUSINESS FLOWS AND PROPOSE ACTIONS TO CREATE FULLY DIGITAL INFORMATION FLOWS (E-ARD DP7).
  - EG. CREATE EXPORT SCHEDULES FOR VARIOUS BUSINESS FLOWS – SALARY

- BUILDING UNIFORM AND AUTOMATIC FUNCTIONS FOR CREATING SIPs
4. PRESERVING AND PROVIDING INFORMATION

- HOW TO RUN AN OAIS MODEL?
- CREATING A BETTER AUTOMATIC INGEST FUNCTION TO AN E-ARCHIVE
- INVESTIGATIVE COLLABORATION SOLUTIONS FOR E-ARCHIVES.
TRUSTING SALARY INFORMATION

Stefan Berggren
Senior Archivist & Records Manager
Municipality of Härnösand
TRUSTING SALARY INFORMATION

*Electronic salary information:*

Using common specifications for SIP-creation
More cost efficient solution
Reliable pension inquiries in future
TRUSTING SALARY INFORMATION

*Paper-based salary information:*

More efficient retrieval of paper-based information (time saving and accuracy)
Reliable pension inquiries today
New questions may be answered?
“Trust and the archive concept in the framework of e-government”

Ann-Sofie Klareld
Ph. D. Candidate,
Mid Sweden University
THE SWEDISH ARCHIVE CONCEPT

- No distinction between “records” and “archives”
- Focus on archiving cases
- Far reaching FOI Act
E-GOVERNMENT

- How to archive?
- Skills, mandates and recourses needed
- Preservation?
RESEARCH

The archive concept
Power and mandates
Discourses
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CEDIF/GOINFO, PARTNERSHIPS AND ITRUST

Professor Karen Anderson,
Archives and Information Science, Mid Sweden University
Director, InterPARES Trust Team Europe
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RESEARCH & DEVELOPMENT

• CEDIF works with regional and national partners
  – Researching real problems and issues in the flow of digital records into the archive,
  – Aiming to build professional knowledge and capacity
  – Supporting democracy through openness and trust in the archive

• Regional development funding from the EU via The Swedish Agency for Economic and Regional Growth (Tillväxtverket)
PARTNERSHIPS

• The Västernörrland County Council,
• Härnösand municipality
• Business Archives in the North (Näringslivsarkiv i Norden) & the Association Archives (Föreningsarkiv)
  – This partnership has supported the following doctoral students: Maria Kallberg (completed), Proscovia Svärd, Ann-Sofie Klareld and Håkan Gustafsson
• The Swedish Transport Administration (Trafikverket)
  – The Swedish Rail Authority (Banverket)
PARTNERSHIPS

• The National Archives of Sweden (Riksarkivet)
  – eARD Project, contributing to
    • DP4&6: Guidelines and Functional Requirements
    • DP7: Pilot projects
    • DP2: Identifying business benefits
    • Developing professional knowledge and capacity

• Stockholm City Archives (Stockholms Stadsarkiv)
  – Internal research seminars
  – ITrust: Role of the archivist and RM in an open government environment in Sweden
    • Results will be compared with 2 UK studies
PLANNING FOR 2014-2020

• Planning a pre-study for the next round of EU regional funding: Europa 2020
  – Västernorrland is known as “Archives County”
  – Identify strengths & weaknesses in the region
  – Inventory of research and project opportunities
    eg
    • Geodata development
    • Digital flows into the archive
ITRUST

• Brings together
  – The academy, with specialist knowledge in archival science, records management, law, information policy, IT, digital forensics
  – The professionals who provide empirical knowledge

• CEDIF research and development partnerships provide opportunities for Swedish case studies that will
  – Benefit all partners involved in the research; and
  – Contribute to the InterPARES Trust Project
Trust in the Cloud a Wicked Problem?

Erik A.M. Borglund
Mid Sweden University
WHAT WE HAVE IDENTIFIED

- Use of the cloud increases
- Customers are willing to take risks
- Majority of customers do not bother about authenticity
- Short term benefits seems to be more important than long term stability and trustworthiness
- Interest in domestic storage solutions increases
  - Not because authenticity, “Snowden-effect”
How can we explain this?
UNDERSTAND THE BEHAVIOR

- There is a need to understand the behavior of the “cloud users”
- They are behaving in a way that already in 1976 was explained as “Escalation of Commitment To a Course of Action” (Staw, 1976)
- Are trust treated differently?
- Are trust no longer important to the users?
- Are we facing an era of higher risk taking?
- Or can something else be explaining the problem?
WICKED PROBLEM

- There is no definitive formulation of a wicked problem
- Wicked problems have no stopping rule
- Solutions to wicked problems are not true-or-false, but good-or-bad
- There is no immediate and no ultimate test of a solution to a wicked problem
- Every solution to a wicked problem is a "one-shot operation"; because there is no opportunity to learn by trial-and-error, every attempt counts significantly
WICKED PROBLEM

- Wicked problems do not have an enumerable (or an exhaustively describable) set of potential solutions, nor is there a well-described set of permissible operations that may be incorporated into the plan.
- Every wicked problem is essentially unique.
- Every wicked problem can be considered to be a symptom of another problem.
- The existence of a discrepancy representing a wicked problem can be explained in numerous ways. The choice of explanation determines the nature of the problem's resolution.
- The planner has no right to be wrong.
RESEARCH

Increased user understanding
Are "trust" in the cloud a wicked problem?
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Questions and discussion