How Open is Open? Record keeping in the era of open data and open government: Citizen engagement initiatives in Canada

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What is Open Government?

“Open Government” episode of Yes, Minister airs, 1980

Open Government: Implications

Canada

Alberta
British Columbia
Vancouver
Ontario
Toronto

Inform
Consult
Involve
Collaborate
Empower

Inform
Consult
Involve
Collaborate
Empower

Low level of public engagement
Mid level of public engagement
High level of public engagement

August 2015
CiMzen Engagement - SAA Conference
Implications: Governance

Purpose

Policy

Measures

Practice

Open Data

Technology

Archives

De-centralized

Centralized

Legend

Trending

Static

Limited data

22 August 2015
Implications: Provenance

Federal

Provincial

Municipal
Implications: Procedures

- X-jurisdictional principles
- Organizational policies
- Common practices/measures
- Local practices

22 August 2015
Citizen Engagement - SAA Conference
### Implications: Technology

- Citizen Engagement is “multi-channel”
  - Face-to-face, social media, conventional submissions, etc.

- Technology creates challenges:
  - Universal access to all technologies in play
  - Multiple custodians, varied retentions
  - Management of personal info
  - Archival bond may be less evident, harder to sustain

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#### B.C. Liquor Policy Review

<table>
<thead>
<tr>
<th><strong>Engagement Total</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total since launch:</strong> September 14th – October 31st</td>
</tr>
<tr>
<td>87 days</td>
</tr>
<tr>
<td>76,255 web visits</td>
</tr>
<tr>
<td>64% of website visitors contributed in some way</td>
</tr>
<tr>
<td>8 min:6 sec average visit duration</td>
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<tr>
<td>41,195 ratings</td>
</tr>
<tr>
<td>4,892 mentions on Twitter</td>
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<tr>
<td>4,364 blog comments</td>
</tr>
<tr>
<td>3,587 private emails and letters</td>
</tr>
<tr>
<td>75 stakeholder presentations</td>
</tr>
<tr>
<td>188 stakeholder submissions</td>
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</tbody>
</table>
Implications: Data, Records

• Completeness of records (authority)
  – Due to inconsistent or incomplete procedures
  – Loose or absent archival bond across technologies

• Reliability for memorial function:
  – Varying local purposes, absence of broader principles
  – Don't put out data as facts – unless they really are

• Custody and control
  – Access and retention management
  – Licensing and right(s) of access
  – Accountability function weakened (?)
Continuum of citizen engagement requires flexible record keeping

- Record creation as engagement
- Trust in process more important than in records
- Technology mediates trust
Thank you

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