

Programme

Monday 16 July 2007

9.30 – 10.00

Registration

10.00 - 12.30

Welcome, Introduction and Orientation

Teresa do Rosário Damásio, Universidade Lusófona, Lisbon

Luís de Abreu Nunes, Member of the Board of Management of the EABH e.V.

Following a welcoming address, and introduction to the Summer School, participants will be given a tour of the University Campus and facilities.

12.30 – 14.00

Lunch - Room I.0.1, Main Campus

14.00 – 15.45

Introduction to Banking History

Nuno Valério, ISEG - Technical University of Lisbon

In the opening session Prof. Valério offers participants a detailed introduction to banking history. It is a very important topic, especially for those participants who do not come from a historical background.

Banking before the contemporary epoch

1. Banking practices in world-economies. Banking organizations in the first Mediterranean world-economy (From 4th Century b.C. to the 5th Century a.D.).
2. The end of banking organizations with the collapse of the first Mediterranean world-economy, and their rebirth in the second Mediterranean world-economy and the Northern world-economy (From 5th to 11th Century).
3. The epoch of great bankers and financial fairs in Europe (From 11th to 17th Century).
4. The epoch of discount, transfer and circulation banks (From 17th to 19th Century).

Banking in the contemporary epoch (19th and 20th Century)

5. The development of issuing banks and central banking.
6. Specialized banks versus universal banks. Financial groups.
7. State intervention in the banking system.
8. International banking organizations.

15.45 – 16.00

Coffee Break- Classroom 2.5

16.00 – 17.45

Introduction to Banking History - continued

Nuno Valério, ISEG - Technical University of Lisbon

17.45

Close

**19.30****Tour of the Arquivo Nacional da Torre do Tombo followed by a Welcoming Cocktail**

The Arquivo Nacional da Torre do Tombo maintains records dated from the IXth century to the present. Records from private sources acquired either by donation or purchase, or deposited by the owners, are also kept here. More than 75 Km of records are stored in bookshelves. The archival holdings of the district archives are mainly composed of records regarding Parish Registers and Civil Register, Notary Public Offices, Civil Governments, Courts, decentralized Central Administration, Monasteries, Welfare Institutions and private records.

Tuesday 17 July 2007**9.00 – 10.45****A Panorama of the Current and Historical Situation of Banking and Financial Archives in Europe**

Edwin Green, Group Archivist, HSBC Holdings plc, London

It is now nearly 20 years since the preliminary discussions which led to the formation of the EABH in 1990. This session:

- reviews the changing fortunes of banking and financial archives in that period;
- considers the common factors – and the differences – in European banking and financial archives;
- identifies the strengths and achievements of this sector of the archives and history community; and;
- indicates the challenges (positive and negative) and opportunities facing banking and financial archives in their next phase.

These themes will recur throughout the Summer School sessions. In this overview session the themes will be illustrated from the EABH's own publications and events; from initiatives by banks, historians and other interested parties; and from the rich stream of data and comment assembled for the workshop 'Priorities in Banking Archives', held in Lisbon in 2006.

10.45 – 11.00**Coffee Break - Classroom 2.5****11.00 – 12.45****A Workshop-style exchange on the experience of the participants in their own institutions**

Edwin Green, Group Archivist, HSBC Holdings plc, London

In this session you shall be asked to share with the group:

1. The history of the archives / records function in your own institution
2. The positioning of and prospects for the archives / records units in your own business
3. The activities and membership of the archives and history community in your own country
4. Patterns of demand for archives / records services in your own country
5. The achievements and special challenges of the archives and history community in your own country.

12.45 – 14.00**Lunch - Room I.0.1, Main Campus**



14.00 – 15.45

Records Management for the Financial Sector – the Challenges, the Achievements and the Work in Progress

David Kemp, ABN AMRO, London

It can be said that the Financial Services do not feel particularly "triumphalist" as to their successes! There is a huge mountain to climb and the spectre of a US\$1.45 billion fine to one company sent a chill through the sector. However, the sector is actively engaged in terms of addressing the issues, drafting policy and anticipating the practical solutions in terms of compliance procedures and possibly technology acquisition to deal with the frightening volume of data that has to be coped with.

The aim of this session is:

To provide sufficient dialogue and exchange of experience and expertise to enable the Group to contribute to its final project on the promotion of RM to the Business.

PERSONAL INTRODUCTION

1. Why does RM matter to the Financial Sector?
2. RM – how do we define the parameters so that we can control the volumes?
3. Current state of RM engagement by the Financial Sector
4. Approach to Policy
5. Key issues of retention
6. Technological options
7. Getting Business buy-in

15.45 – 16.00

Coffee Break- Classroom 2.5

16.00 – 17.45

Records Management for the Financial Sector – the Challenges, the Achievements and the Work in Progress - continued

17.45

Close



Wednesday 18 July 2007

9.00 – 10.00

Scenario Setting

Luís de Abreu Nunes, Banco de Portugal, Lisbon

Participants will be divided into four working groups, which will each be required to make a 30 minute presentation at the end of the course. 45 minutes Discussion Time has been allocated at the end of each day to encourage the working groups to sit together and discuss this presentation, which may be given in the form of a Power Point presentation, Flip Chart presentation or by Handouts for the class.

The task is:

Produce a plan of action for the organisation of an "Open Day for Users" in a financial institution.

An Open Day is an opportunity to **raise awareness** and **inform users** about the objectives and value of the management of records and archives for a financial organisation.

In planning your Open Day you should remember that the idea is to:

1. Communicate best practice standards to users
2. Provide users with baseline practical information to ensure they take action once they get back to their workstations

Each session of the Summer School will include best practice standards- the cohesive approach to archives and records management. Unless best practice is applied, archives and records management can degenerate quickly. You should reflect on these best practice standards, interpret them in the context of your "organisation" and present them as one clear step with the users in mind. You should aim to find a way of applying these elements of best practice in as a realistic way as possible.

In planning for the Open Day you should, among others, consider:

- o Who are your users?
- o What information needs to be communicated to users?
- o Why should they come and visit and seek information?
- o What will the Open Day do for them?
- o How will you convey the importance of Archives and Records Management to inexperienced users?
- o If users could go away with ONE thought about best practice in records/archives management what would it be?
- o What results do you expect from an Open Day?
- o How could results be measured?

As well as practical considerations...

- o Timing of the Open Day in the organisation – when is such an event suitable?
- o Where should the Open Day take place? In the archive?
- o What resources will be required? People, Budget, etc
- o What other Departments of the Organisation would be involved in supporting the Open Day? Legal, Compliance, IT, Property Services, Mail Delivery Services, Internal Communication, etc...

10.00 – 11.00**Project Management**

Conceição Costa, Universidade Lusófona de Humanidades e Tecnologias, Lisbon

There are many definitions of what constitutes a project. Archivists and record managers are constantly presented with projects — long-term or short-term; big or small; composed of inter-dependent activities or solo-projects; involving uncertainties or consisting of a practised routine. In this session participants will be given a general introduction to project management and to some well proven techniques available to help plan and manage projects. The following topics will be looked at in depth:

1. Project management methodologies
2. Beginning a project: defining the project, goals, timeline
3. Planning the project: budgeting, human resources, techniques
4. Managing the various project phases: reporting, staying on time and within budget
5. Controlling the project: assessing risks, adjusting the project
6. Finishing the project: post-project work

11.00 - 11.15**Coffee Break - Classroom 2.5****11.15 – 12.45****Risk Management**

Victoria Lemieux, Credit Suisse, IT Risk, Global Head of Client Coverage Assessment & Mitigation Services, Technology Infrastructure Services, London

Risk management is one of today's most important business competencies. Any risk to the adequacy of an organization's records and information — the accessibility of records, accuracy of data, credibility of information, and completeness of records and information — poses a threat to the effective completion of business transactions and fulfilment of organizational objectives or opportunities. This session has three main aims:

1. to introduce archivists and records managers to key ideas on risk management
2. to introduce archivists and records managers to records and information risks and encourage them to take a more holistic and coordinated approach to the management of such risks within their organizations
3. to impart a methodology for assessing records and information-related risks

12.45 – 14.00**Lunch - Room I.0.1, Main Campus****14.00 – 15.30****Disaster Management**

Victoria Lemieux, Credit Suisse, IT Risk, Global Head of Client Coverage Assessment & Mitigation Services, Technology Infrastructure Services, London

The four key elements of Disaster Management are: Prevention, Preparedness, Reaction and Recovery. Obviously, preventing disasters is the most important aspect of disaster management. But some disasters, be they natural or man-made, cannot be prevented. Therefore planning and preparedness is equally important. Planning should be approached with the worst-case scenario in mind. Preparation for a large scale disaster can always be scaled down to deal with minor disasters, but preparedness for minor disasters is useless when faced with a large-scale disaster. The risks to each institution may vary, but the following should be considered: fire, flood, theft, vandalism, document deterioration, environmental conditions, infestation and bomb threats.

15.30 – 15.45**Coffee Break - Classroom 2.5**



15.45 – 17.00

Managing Space and Equipment

Fernando Vajá, Universidade Lusófona

In this session, we will look at managing space and equipment efficiently. Making the most of space and equipment is a strategic activity and always a big challenge in organisations. Investments in physical and virtual systems used for records creation, processing, maintenance and storage need to be cost-effective and sustainable. Records managers and archivists often have to manage the programme within strict and constrained resources.

Here we will discuss an approach to tackle this aspect of the records and archives programme and how archivists and records managers can support the integration of the programme in their organisation and bring added value — a mix of intangibles and real cost savings.

17.00 – 17.45

Discussion Time for Working Groups- Classroom 2.5

17.45

Close

Thursday 19 July 2007

9.00 – 10.45

Lifecycle and Classification

Marie-Anne Chabin, Archive 17, Paris

In this day-long session, we will take an in-depth look at Lifecycle and Classification — the backbone of archive and record management.

Lifecycle (Theory):

- The main steps of information lifecycle: Document, record and archive
- The concept of ILM (Information Lifecycle Management): Risks and costs
- What remains true and what is changing in the electronic age? Form and media are changing while intellectual structure and archival value remain
- Versioning documents, validation process (signature), original (master copy) and other copies
- the MoReq concepts of files, sub-files and volumes; case files and non-case files

Example: The participants describe one or two records they have chosen for this session — name, formal description, process, content, medium history, regulatory environment, filing and classification, use (when and why), storage and preservation.

10.45 - 11.00

Coffee Break - Classroom 2.5



11.00 – 12.45

Lifecycle and Classification – continued

Classification (Theory):

- Filing versus classification: The aim of structuring information
- Classification and retention management and/or classification and retrieval
- Hierarchical or non-hierarchical classification
- ISO 15489 classification, MoReq classification
- Classification and hybrid files (paper and electronic)
- Identification of historical archives: when and who?

12.45 – 14.00

Lunch - Room I.0.1, Main Campus

14.00 – 15.15

Lifecycle and Classification – continued

Lifecycle and classification in the records management processes and tools (Practice):

- Identification and time of capture
- Retrieval of information, content information and lifecycle information
- Storage and preservation issues
- Disposition
- Existing metadata to be captured and other metadata to be added:
 - for records management,
 - for historical archives management
- Access rights
- Audit trail

15.15 – 15.30

Coffee Break- Classroom 2.5

15.30 – 17.00

Lifecycle and Classification – continued

Case study

The description of a file made of about 20 documents is proposed to the participants; they are invited to:

- Identify context of creation and provenance; other copies likely to exist elsewhere
- Appraise evidential, informational and historical values of each document and of the whole file
- Propose an intellectual structure for retention management and retrieval strategy:
 - the classification scheme(s) the file belongs to
 - required metadata

Case study – Personal records

In a HR Department, there are 3000 files made of about 20 documents, in paper form, described as follows:

1. Personnel announcement
2. Application for Employment
3. Profit Sharing Plan Record
4. Pension Plan Records
5. Awards with no consequence on career
6. Payroll listing
7. Documents relating to social security contributions
8. Copy of passport and visa
9. Evidencing place and dates of assignment to country



10. Permit to work
11. Awards with consequence on career
12. Personnel documentation status/records (license)
13. Training records
14. Copy of divorce judgment
15. Medical records
16. Printed e-mails between HR department and business management relating to involvement in strike
17. Certificate of fitness to work
18. Time Card
19. Rotation schedules
20. Notification of change of address

Questions:

- Where do these documents come from?
- How many copies are likely to exist?
- How long are these documents to be retained and why?
- What could be the best classification?
 - for retention management
 - for retrieval of information
- What are the metadata needed?
 - to be captured (elements likely to exist already in HR database)
 - to be added for records management
- Which documents, among the 20, should be kept as historical archives? Why?

17.00 – 17.45

Discussion Time for Working Groups- Classroom 2.5

17.45

Close

Friday 20 July 2007

9.00 – 10.45

Appraisal

Stuart Orr, European Central Bank, Frankfurt am Main

Appraisal is the action of document assessment that gives value to them and consequently, fixes their period of retention and disposal. Usually, primary value (for legal and current business needs) and secondary value (for history) are determined in retention schedules. Appraisal is the key function and responsibility of an archivist or record manager. In this session participants will be offered detailed guidelines on: the responsibility of an archivist or record manager when it comes to appraisal; the methodology of appraisal; when archives should be appraised; what tools are used in appraisal; the case of personal data; and what does a user expect from banking and financial archives and records.

10.45 - 11.00

Coffee Break - Classroom 2.5

11.00 – 12.45

Appraisal - continued

12.45 – 13.45

Lunch - Room I.0.1, Main Campus

Bus will take participants to the Banco de Portugal



14.00 – 15.45

Case Study on the Archives of the Banco de Portugal

Luís Nunes, Banco de Portugal, Lisbon

In this session we will look at the organisational model of the Archives — from paper based organisation to electronic records management — towards the future model. We will also discuss the electronic document and record management system — a project for 2006-2008:

- Starting point — past experience and future expectations
- The project team
- Procurement
- Phases of the project
- Where we are
- Interconnection with other systems
- Long term preservation

15.45 – 16.00

Coffee Break

16.00

Visit to the Money Museum of Banco de Portugal

The permanent exhibition of the Museum of the Banco de Portugal, entitled "Money in the West of the Iberian Peninsula: From the objects used as money to the euro", presents "money" in its different forms, reflecting the historical, social, economic and artistic evolution of the Portuguese society and of the peoples who lived in the Western region of the Iberian Peninsula before the foundation of Portugal. The exhibition is divided into fourteen areas: Objects used as money and current money; From primitive money to the Portuguese currency; From the reconquest to the 1383-1385 crisis; Discoveries and Conquests; The crisis of the empire; The re-establishment of Portuguese independence; From absolute monarchy to enlightened despotism; From liberalism to the regeneration; From the regeneration to the Republic; First Republic; Estado Novo (New State); Democratic State; Production of banknotes; The euro.

The exhibition is supported by several multimedia products available to visitors: An 8-minute video, specially prepared for the exhibition, on the "Short History of Money" introduces the visitor to the evolution of money, its meaning and types, from pre-history to our days; Videos with images collected at the Portuguese Cinemateca and at the Picture Library of the public TV channel, showing important events of the recent history; and an online database, operated in an Intranet environment, in which it is possible to have access to references and images of pieces belonging to the collections of the Museum — coins, banknotes, portraits of personalities of the Portuguese history, paintings and objects related to the activity of the Banco de Portugal.

Followed by a Networking Event with a Port Wine Tasting.



Saturday 21 July 2007

11.00 – 17.00

Meeting in the Lobby of the Hotel Villa Rica at 11.00

Please contact Elisabete with any questions you have.

Option 1: A trip to the Monastery of Jerônimos (Mosteiro dos Jeronimos) in the morning followed by Lunch (Room I.0.1, Main Campus) at O Faroleiro in Cascais, followed by a trip to the Pena Palace (Castelo da Pena) in Sintra.

OR

Option 2: A trip to Sintra in the morning followed by Lunch (Room I.0.1, Main Campus) in the area, followed by a trip to the Royal Palace at Mafra, and a visit to the magnificent library.

Monday 23 July 2007

9.00 – 10.45

Effective Communication

Stuart Orr, European Central Bank, Frankfurt am Main

Building on the session in which you will look at users as customers, this session looks more closely at proactively managing communication with our customers and other stakeholders. We will be briefly looking at some of the main theories of communication and exploring how we can exploit these theories to develop and maintain a proactive communication strategy. Often we do not need to open our mouths to communicate a message. We will therefore be discussing the relevance of non-verbal as well as verbal communication. By the end of the session you should be able to:

- Identify relevant techniques for communicating with your customers
- Assess a range of strategies for obtaining user feedback (and acting on it)
- Understand the importance of empowering the users
- Evaluate communication techniques including the effective use of intranets
- Use the powers of persuasion
- Evaluate your communication skills
- Develop an effective communication strategy
- Find out if your communication is effective

10.45 - 11.00

Coffee Break- Classroom 2.5

11.00 – 12.45

Marketing Your Services

Stuart Orr, European Central Bank, Frankfurt am Main

The session builds on the preceding one on effective communication. In this session we will start by exploring the role of marketing in a modern archives and records management service. Topics to be covered during this session will include:

- What is marketing?
- Understanding the Marketing Cycle
- Understanding the 'Marketing Mix' (Products; Price; Promotion; and Place); the 7 Ps
- Do you have anything worth marketing?
- We will use techniques such as soft systems analysis to help identify how your customers may see the current archives/records management service. We will then explore how this understanding should influence you



- marketing plan.
- Developing a Marketing Plan
- Implementing a Marketing Plan

At the end of this session you will be able to:

- Understand the relevance of marketing for archives and records management
- Apply relevant marketing techniques
- Develop and implement a targeted marketing plan

12.45 – 14.00

Lunch - Room I.0.1, Main Campus

14.00 – 15.30

Resource Management

Fabio del Giudice, Banca di Roma, Rome

Resource management is the efficient and effective deployment of an organization's resources when and where they are needed. Such resources include financial resources, inventory, human skills, production resources, or information technology. Unfortunately, records and archives are often overlooked within financial institutions when it comes to the provision of resources. The proper use of archival resources is essential in creating a successful and efficient archive. The core organisational and managerial life of banking and financial archives is the planning of all activities, budget forecasting and outsourcing of certain functions. In this session, we will discuss how to effectively manage resources, looking at the experience of the Historical Archives of Banca di Roma.

15.30 – 15.45

Coffee Break - Classroom 2.5

15.45 – 17.00

Software for Archives and Records Management- Product Review

Mr. Pedro Faria Blanc, IXOPEN, Lisbon

This session will offer a product review and demonstration of OpenTexts software programmes for archives and record management in banking and finance.

Quality on delivery: In a small Market like Portugal, the saying "Do-what-you-sell-and-sell-what-you-do" is the key success-factor ; the IXOPEN team always targeted 100% customer satisfaction and will always consider it before any other business criteria. The IXOPEN team has accumulated enormous experience, bringing to each new Customer the best-practices (even recommendations), from Imaging and Archiving to Process optimization like Accounts-Receivables, Accounts-Payable, HR, etc. Using Livelink product suite, now including IXOS functionality, IXOPEN offers SOLUTIONS for the optimization of processes, System performance by Archiving old data, emails and any content, and is focused on Document Management and Workflow as part as a total ECM coverage .

Typical solutions are:

- Acc/Payable and Acc/Receivable processes
- HR "Employee Folder"
- Project and Process -Folder (From Manufacturing to Insurances)
- Integration of Documents, emails and other files into the transactions (ERP) creating "process-views" to the users
- Archiving of old data and emails
- Best practices in process Optimizations

17.00 – 17.45

Discussion Time for Working Groups- Classroom 2.5

17.45 Close



Tuesday 24 July 2007

9.00 – 10.30

Case Study on the International Savings Banks Institute with Emphasis on the Appraisal and Destruction Scheme for Historical Archives

Nancy Lockkamper, ESG-WSBI Joint Office, Brussels

The *International Savings Banks Institute* was founded in 1924 in Milan at the occasion of the First International Thrift Congress. This congress had been organised by the Cassa di Risparmio delle Provincie Lombarde. Until the Second World War the headquarters of the International Savings Banks Institute remained in Milan. By the end of the War, Milan had suffered from heavy bombardments and in 1948 the Institute moved to Amsterdam. In 1969, the Institute was again relocated, this time to Geneva where it remained until 1994.

In 1994, the International Savings Banks Institute was dissolved. The newly created World Savings Banks Institute (WSBI) was established in Brussels on 9 June 1994 to be managed by a World Savings Banks Institute - European Savings Banks Group (WSBI-ESBG) common secretariat. The World Savings Banks Institute inherited the historical archives of the former ISBI in Brussels.

This case study will focus on:

- the criteria to establish an appraisal and destruction scheme
- how to organise a transfer in the best conditions
- and how to establish an inventory which match up to the best archival practices

10.30 – 11.00

Coffee Break - Classroom 2.5

11.00 – 12.30

Case Study on the Royal Bank of Scotland with Emphasis on Mergers and Acquisitions

Alison Turton, The Royal Bank of Scotland Group, London

The Royal Bank of Scotland Group, founded in 1727, boasts a pedigree of great diversity and distinction. Headquartered in the UK it is one of the world's top 10 financial services companies. This session examines one approach to the challenge of merging two large corporate archives by tracing the path followed by The Royal Bank of Scotland following its merger with National Westminster Bank in 2000. The goal was uncompromising from the outset — to create a fully integrated archive that could match up to best archival practice, as well as being tailored to the needs of its parent organisation. In this session participants will examine the main phases in the achievement of an integrated archive and learn how that strategy has since affected the operation of the Royal Bank's archive function.

12.30 – 13.45

Lunch - Room I.0.1, Main Campus

**13.45 – 15.15****Case Study on the Swiss National Bank with Emphasis on Writing the History of an Institution**

Patrick Halbeisen, Swiss National Bank, Zurich

This case study demonstrates what needs to be observed in compiling the history of an institution. What form should the project organisation take and what are the chief milestones? The presentation will focus on the role of the archive. Are there any other things apart from a well organised archive and an effective record management that the archivists can do to support the preparation of the publication?

The Swiss National Bank offers a good case study for such a topic as it is celebrating its 100 year anniversary this year and will publish a commemorative volume.

15.15 – 15.30**Coffee Break - Classroom 2.5****15.30 – 17.00****Case Study on the National Bank of Greece with Emphasis on Digitalisation and Microfilming**

Nikos Pantelakis, National Bank of Greece, Athens

The National Bank of Greece Historical Archive (NBG/HA) was set up for the purpose of preserving, displaying and making the use of archives, deemed to be of historical importance, possible for researchers. In order to achieve its goal the NBG had to provide its Historical Archive with appropriate infrastructure which could guarantee proper archive safeguarding standards and facilitate easy access to the archives of anyone interested in consulting them. At the same time the NBG/HA considered that it was important to organize exhibitions, educational programs, research programs and publications on economic history in order to project their work among pupils, students and the public and to indicate the importance of a Bank's archive as a source for the study of Greece's economy, society and culture.

Our presentation, "*The use of Information Technologies at the National Bank of Greece Historical Archive: Safeguarding archival material and creating powerful information retrieval instruments for researchers*", will present in brief all the activities of the Historical Archive with emphasis on Digitalization and Microfilming and the use of a powerful information system which supports all in-house archival work (acquisition, arrangement, description and creation of appropriate finding aids) based on the International Standard of Archival Description of the International Council on Archives.

During the last 20 years the Historical Archive sub division has developed a specific acquisition strategy and is collaborating closely with the record management department in the appraisal of the Bank's records. In 2002 the Governor of the Bank decided to allow access to all records created by the Bank from its foundation in 1841 to December 1966. The archival material is arranged, described, microfilmed, and digitized. Digital images of the historical documents are finally linked with the database of our information system and researchers have direct access to the images of the documents using the computers of the Historical Archive in the Researchers room.

17.00 – 17.45**Discussion Time for Working Groups- Classroom 2.5****17.45**

Close



Wednesday 25 July 2007

9.00 – 10.45

Demonstration of Digital Asset Management – the SIC Television Digital Archive

Ana Franqueira, SIC Television, Lisbon

In this session Digital Asset Management will be examined with a demonstration of the system from the television company SIC's digital archive. The following topics will be dealt with:

- Designing the system
- Analysis and workflows
- Document formats
- Assets — essence, metadata and rights management
- System components
- Organizing and describing
- ISAD Model applied to Asset Management

10.45 - 11.00

Coffee Break- Classroom 2.5

11.00 – 12.45

Content Lifecycle Management

Jens Rabe, OpenText, Munich

As a leading Software provider for archives and records management, Opentext is the perfect partner to collaborate in this session. Jens Rabe will focus on RM as a principle in ECM and how it can be implemented against Documents that come from various sources. He will use real life reference material from some of Opentext's implementations to illustrate his points.

12.45 – 14.00

Lunch - Room I.0.1, Main Campus

14.00 – 15.30

Principles of Electronic Record Management

Alan Cameron, Records Management Consultant, Edinburgh

The principles and objectives of managing electronic records are no different from managing records on paper or microform. What is different is that they present an additional range of problems which must be overcome, and are intrinsic to very nature of electronic recording.

There are three core objectives:

1. Authenticity of the record (that it is an accurate account of the transaction, decision or activity it represents)
2. Integrity of the record (that the data has not been altered or changed in any way since the record was created)
3. Non-repudiation (that there is metadata built into the record which prevents the creator from disowning it)

The additional challenges include:

- Electronic records are easy to alter, modify or delete
- There is a lack of a clear linear structure at the point of creation
- Their contents are fluid and need to be 'fixed' at the point the record is declared
- The decision to retain and for how long needs to be taken at the point of creation

The basics of electronic records management fall into the three areas of technology, policies, and training of end users. All these matters will be discussed during the session.



15.30 – 15.45

Coffee Break - Classroom 2.5

15.45 – 17.00

Principles of Electronic Record Management - continued

17.00 – 17.45

Discussion Time for Working Groups - Classroom 2.5

17.45

Close

Thursday 26 July 2007

9.00 – 10.45

E-mail Management

Alan Cameron, Records Management Consultant, Edinburgh

E-mail has become the main primary business system for most people. In the UK in 2005 we sent 36 billion e-mails per day and this more than doubled to 75 million in 2006. 65% of all in-bound e-mails are spam and 3-4% of e-mails contain a virus.

There is a marked tendency to treat this as a problem for technology and technologists to solve. In practice;

- The vast majority of Institutions have no strategy for effective management of E-mail
- All organisations are vulnerable to legal discovery, fraud, and compliance issues particularly Data Protection and EU human rights.
- The retention period for an E-mail is identical to that of a record containing the same information in any other medium.
- Few end-users of E-mail are aware of their employer's liability for their E-mail use.

This session will look at what is required from e-mail management policies within an organisation, and particularly the risks associated with the widespread and uncontrolled use of e-mail. It will also discuss some strategies for the internal management of e-mail, and a brief forward look at possible technological developments.

10.45 – 11.00

Coffee Break - Classroom 2.5

11.00 – 12.45

E-mail Management – continued

Alan Cameron, Records Management Consultant, Edinburgh

12.45 – 14.00

Lunch - Room I.0.1, Main Campus



14.00 – 15.30

The Internet

Joël Surcouf, Archives Départementales de la Mayenne, Laval

In the minds of the average person, archives may not be the most obvious place for the Internet to play a role. After all, archives are old, they speak of the past and they look back towards the past. What has that to do with the world of the Internet — a world of change and innovation, speed and instantaneity? This session will offer an in-depth look at the Internet and the benefits and problems it creates for Archivists and Record Managers. Here we will examine how to use the Net to find resources and to provide information. We will specifically focus on how to archive WebPages — a common problem today.

15.30 – 15.45

Coffee Break- Classroom 2.5

15.45 – 17.00

The Internet - continued

17.00 – 17.45

Discussion Time for Working Groups- Classroom 2.5

17.45

Close

20.00

Dinner- Location to be confirmed

Bus will collect participants from the Hotel Villa Rica and Universidade Lusófona

Friday 27 July 2007

9.00 – 12.30

Scenario Solutions

On the last day of the Summer School, participants will be required to present their presentations on best practice by way of a communication programme to users, in their respective Working Groups.

9.00 – 9.45

Group 1- Presentation followed by 15 minutes Questions and Answers

9.45 – 10.30

Group 2- Presentation followed by 15 minutes Questions and Answers

10.30 – 11.00

Coffee Break - Classroom 2.5

11.00 – 11.45

Group 3- Presentation followed by 15 minutes Questions and Answers

11.45 – 12.30

Group 4- Presentation followed by 15 minutes Questions and Answers

12.30 – 14.00

Lunch - Room I.0.1, Main Campus

14.00 – 15.30

Closing Remarks and Discussion



Alan Cameron, Records Management Consultant, Edinburgh

15.30

Presentation of the Certificates of Attendance

Manuel de Almeida Damásio,
President,
Universidade Lusófona de Humanidades e Tecnologias

End