

Recordmanagement in a world of data



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Municipality of Utrecht



Gemeente Utrecht

Utrecht.nl

Agenda

1. Introduction
2. Incorporating the "digital decade"
3. Innovative archiving examples
 1. Recordmanagement policy
 2. Algorithms
 3. Digital twin
 4. Future design
 5. E-mails
4. Take aways
5. Questions



1) About us

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Chief record officer



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1) About the Municipality of Utrecht

- #4 of G4 (4 biggest Dutch cities)
- \pm 380.000 inhabitants
- \pm 6.000 employees
- \pm 12 km historical municipal archives at The Utrecht Archives
- 171 open data sets
- 38 algorithms in public algorithm register
- 63 TB e-mailstorage in 2023



2) Incorporating the "digital decade"

Some key principles

- Be transparent
- Be in control
- Create value with data
- Manage risks of "big tech"

Conclusion

- Not all new, not all old
- Integrated approach is needed



3.1) Recordmanagement policy

Traditional archiving

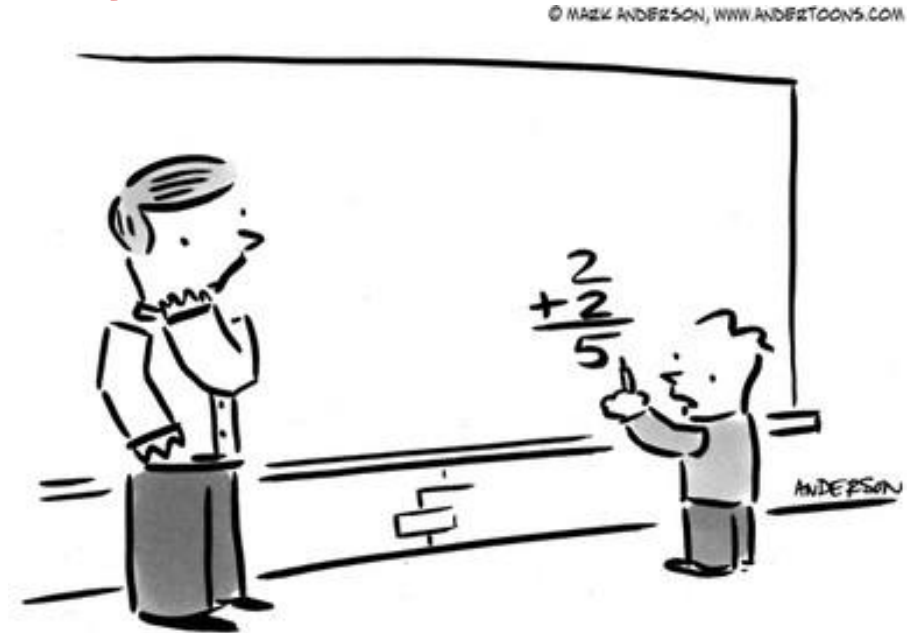
- Preserve information for the future

Modern archiving

- Create value throughout entire data lifecycle

What do we do in Utrecht

- Renewal of our information structure policy
- Analyze all possible forms of use and reuse as part of information design
- Creative different co-existing structures as views on data to serve use and reuse



"I prefer to think of it as added value."



3.2) Algorithms

Traditional archiving

- Store and preserve the object

Modern archiving

- Invest in explainability

What do we do in Utrecht?

- Do ethical assessments as part of design
- Describe how the algorithm works
- Publish in public algorithm register



3.3) Digital Twin

Traditional archiving

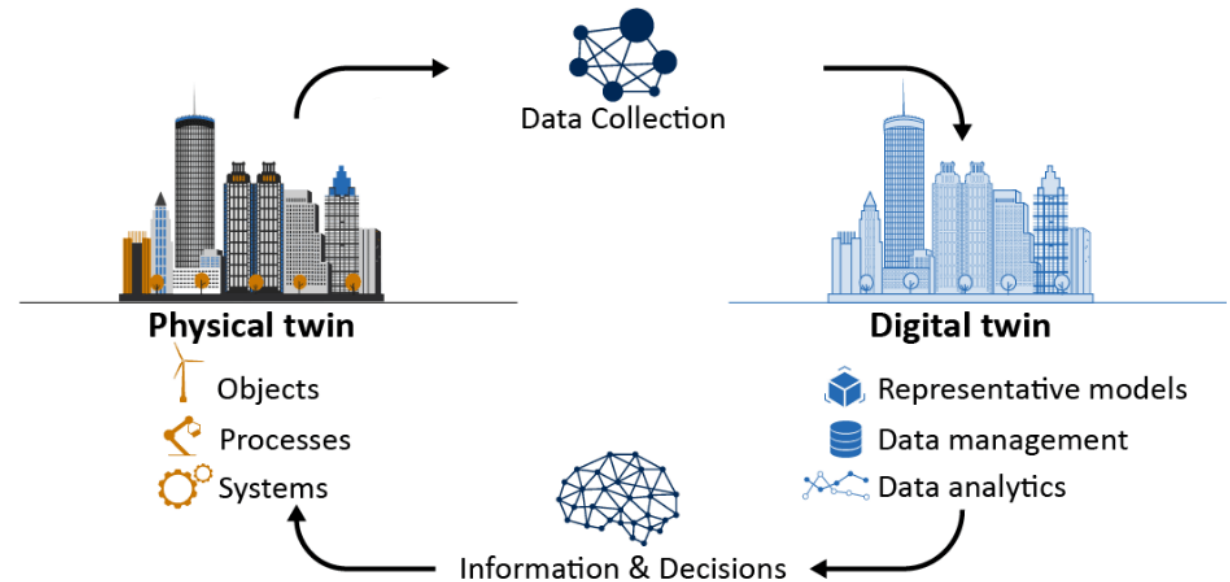
- Preserve static folders with static files

Modern archiving

- Preserve registers and dynamic views on data

What do we do in Utrecht?

- Acknowledge traditional e-depot is not the solution for long term preservation
- Start innovation project at The Utrecht Archives to explore how to deal with new forms of information
- Work together with partners nationwide



3.4) Future design – Project "wervengebied"

Traditional archiving

- Look forward from current reality using current tools

Modern archiving

- Look back from possible future and design new tools

What do we do in Utrecht?

- Use scientific design approach to analyze future trends regarding city centre
- Take point in time 30 years in future and look back from there
- Design our information landscape to serve that future



3.5) E-mail archiving

Traditional archiving

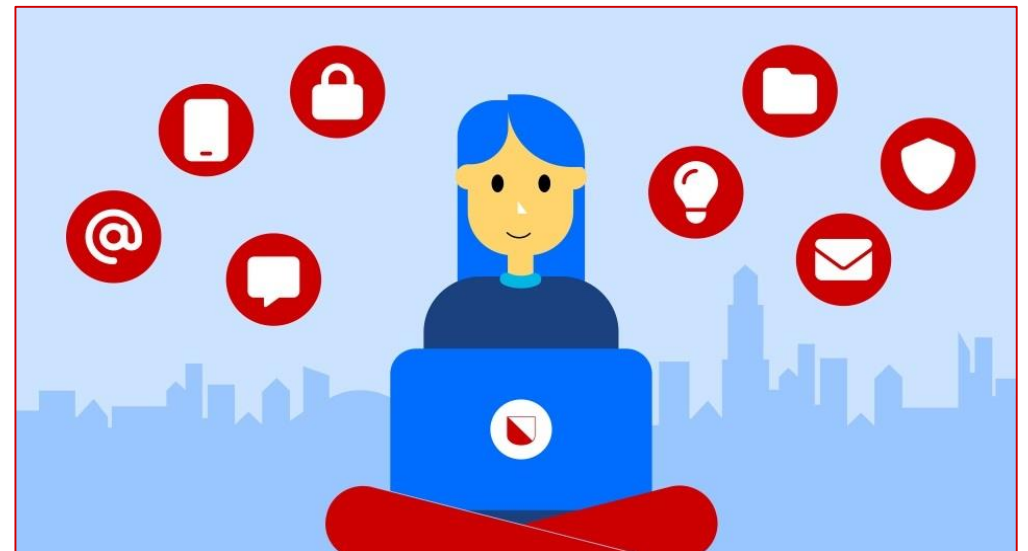
- E-mails manually filed as part of the business process to which they belong
 - Possibility that information disappears, and actions cannot be justified

Modern archiving

- Capstone method: retention periods based on position of the employee automatically
 - Possibility that deletable items are preserved

What do we do in Utrecht?

- Use capstone methodology as a safety net
- E-mails kept outside archival system
- Excludes not work related or private e-mails



3.5.1) What did we incorporate in our policy?

- Retention periods based on a person's position
 - Person on a key function = permanently preserved
- Access to the e-mail archives restricted
 - Only legally required searches
 - Informing relevant employees
- Startingpoint 1th of january 2024
 - Only for received, concept and sent e-mail
 - Attachments included, files behind hyperlinks not

Examples of employees on key positions

Council of mayor and aldermen

Directors of departments

Compliance officers

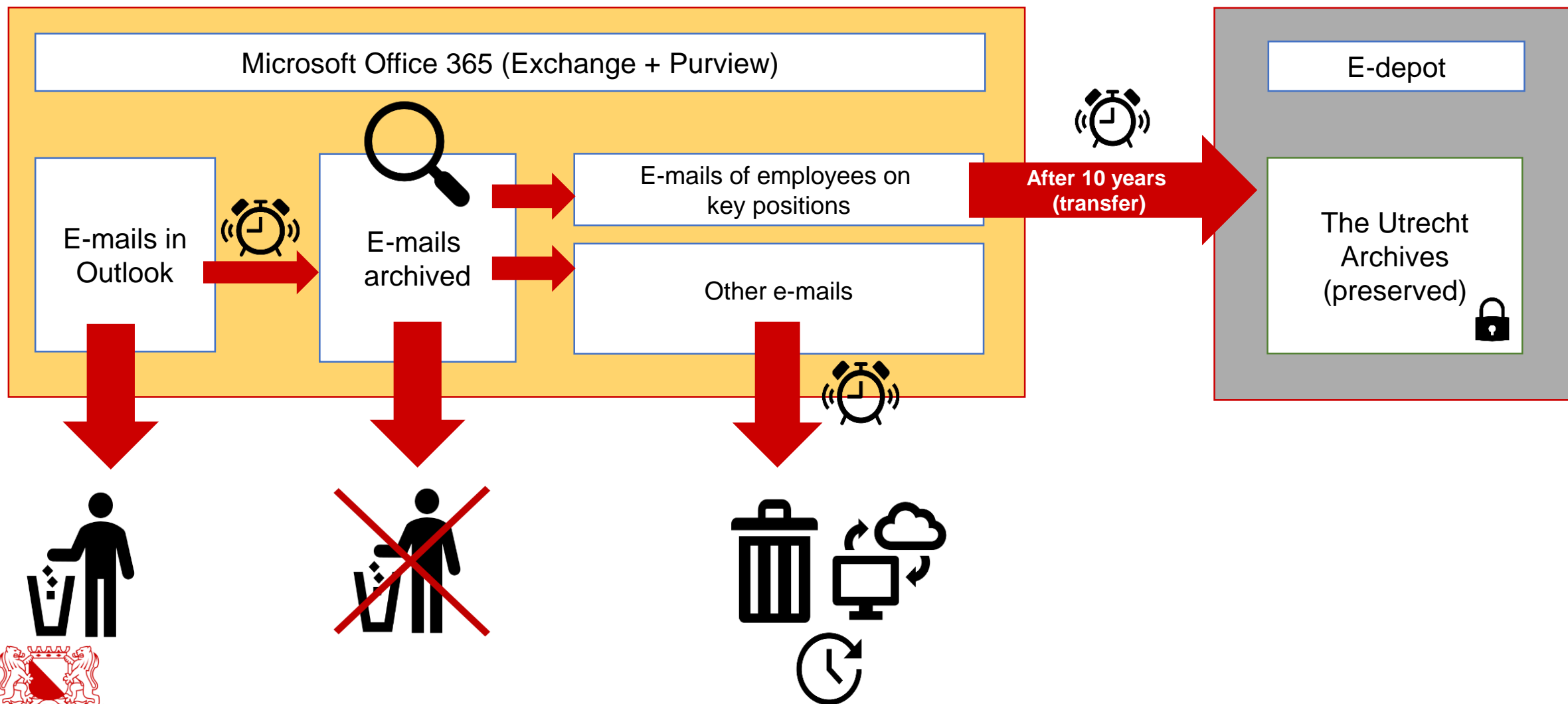
Members of audit office and ombudsman (public advocate)

Project or program managers

Identified groups and mailboxes	Labels with retention periods
Employees on a key position	E-mail: preserve for 10 years and then transfer to Utrecht Archives
	E-mail: term expired, waiting for transfer to Utrecht Archives
Regular employees	E-mail: destroyed after 7 years
Shared e-mailbox (existing, new and automated)	E-mail: destroyed after (7 years, 1 year, 3 months)



3.5.2) How does it work?



3.5.3) What did we accomplish?



- One of the first Dutch organizations to fully implement this



- 10 TB of mails destroyed by simply emptying 'deleted items'
 - Impact CO₂ equals 90 return flights Amsterdam-New York



- Communicated broadly, adopted by the organization and embedded in existing procedures



4) Take aways



- Simply get started, claim your seat at the table of innovation
- Embrace the unknown and find answers as you go!
- Combine top-down and bottom-up approach
- Work closely with other specialists
- Dream big, but make sure the final result is realizable

Questions?

