

ARMA Greater Columbus September 2020 Chapter Meeting

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Transcript

00:00 - 00:06

Mark Conrad

This conference will now be recorded, and that will make the recording of this available.

00:06 - 00:21

Mark Conrad

And Ms. Ashley has already graciously agreed to let us recorded and share that recording with our members for those who, for whatever reason couldn't make it, but would like to see not only the presentation deck that she's going to share with us about the PowerPoint, but also the recording of it.

00:21 - 00:23

Mark Conrad

So that'll be there as well, But it is being recorded.

00:24 - 00:30

Mark Conrad

Um, so that's my very quick technical preliminary, I'll turn it over to Janice.

00:30 - 00:34

Mark Conrad

You can go ahead and and start us out.

00:35 - 00:45

Redman, Janice J (janice.redman)

Ok, good afternoon, everyone, my name is Janice Bradman and I am the president for the Columbus Chapter, Armah.

00:47 - 01:01

Redman, Janice J (janice.redman)

Arm a group or an arm arm of professionals Hopefully everyone is safe and healthy
Whether you're working From home or for those of us Who have gone back into the
office because some of us have.

01:02 - 01:12

Redman, Janice J (janice.redman)

But whatever our work statuses we wish you the or wish to health and safety for you
and for your family.

01:12 - 01:13

Redman, Janice J (janice.redman)

This is our.

01:13 - 01:13

Yvette Tubman

First.

01:13 - 01:24

Redman, Janice J (janice.redman)

Meeting, or 2008, and, as we all know, and as we Evolve, And Dawn is virtual, so, for
sure, you didn't expect anything different.

01:25 - 01:42

Redman, Janice J (janice.redman)

Um, today's speaker is Lori Ashlee, and I am going to him, the quote, unquote, Mike
over to Paris, Perry Swift, who will introduce our speaker for the next hour.

01:43 - 01:43

Redman, Janice J (janice.redman)

Thank you.

01:44 - 01:45

Pari Swift

Thank you, Jan.

01:47 - 01:56

Pari Swift

Well, today, I have the privilege of introducing our speaker, Lori Ashley, whom I have known, for a number of years now, through various professional circles.

01:56 - 02:02

Pari Swift

And I knew who she was even before I met her, in person, after her work in electronic records.

02:03 - 02:13

Pari Swift

Lori is the Industry Market Development Manager for Preserving ..., which is a UK based digital preservation software as a service and on premise solution provider.

02:15 - 02:25

Pari Swift

There, she is responsible for identifying cross industry and sector requirements and developing compelling use cases to advance digital preservation capabilities and solutions.

02:26 - 02:37

Pari Swift

Before she joined Preserve it, in 2017, she was an independent Consultant providing records and information management, advice, and education to more than 100 public and private sector organizations.

02:38 - 02:53

Pari Swift

She has served as the data forms and Records co-ordinator for the State of Wisconsin Department of Electronic Government, supporting state and local government forms and records officers and data administrators in their implementation of statutory requirements, policies, and best practice standards.

02:54 - 03:01

Pari Swift

And before her public sector service, she worked for more than a decade as a

Business and regulatory strategist in the energy industry.

03:02 - 03:14

Pari Swift

Laurie has co-developed for continuous improvement methodologies, including capability maturity model developed by doctor Charles Dollar for long term Digital Preservation and Access.

03:14 - 03:24

Pari Swift

The Digital Preservation Capability Maturity Model, which we'll talk about today, was adapted into a self assessment tool for use by members of the Council of State Archivists.

03:25 - 03:31

Pari Swift

Lori has also taught graduate courses in records management for the University of Wisconsin and the Master of Archival Science Program.

03:31 - 03:40

Pari Swift

If the state university in Georgia, She's an active member of aim, ARMA negara, study of American archivists, and is a frequent speaker.

03:40 - 03:44

Pari Swift

And we're so happy that she is joining us at Greater Columbus ARMA today, thank you, Lori.

03:46 - 03:47

Lori Ashley

Thanks Perry.

03:48 - 03:55

Lori Ashley

Strange to hear an introduction of oneself, a little rundown of were abandoned and will cover a few of those points.

03:55 - 03:57

Lori Ashley

Oh good, I need to share my screen here.

03:58 - 04:12

Lori Ashley

Mark's made me my presenter, so let's just, OK, why don't you signal to me if you can see my screen, and let me just, how I move this over here.

04:12 - 04:18

Lori Ashley

Collapse that, OK, can you see my Title screen?

04:18 - 04:19

Mark Conrad

This is Mark.

04:19 - 04:20

Mark Conrad

I can see it.

04:20 - 04:21

Lori Ashley

In Slides.

04:22 - 04:23

Mark Conrad

And it is now in Presentation.

04:23 - 04:26

Mark Conrad

Slide presentation mode is what I'm saying, OK.

04:26 - 04:27

Lori Ashley

Great.

04:27 - 04:29

Lori Ashley

Well, thank you so much for having me today.

04:29 - 04:34

Lori Ashley

And thanks to Perry for an introduction to Mark and Primark to pass along a couple of possibilities.

04:35 - 04:36

Lori Ashley

For our presentation.

04:36 - 04:43

Lori Ashley

Today, as Terry said, I'm, I work for Preserving Software Solution provider, but I'm really here today in a in a different role.

04:43 - 04:46

Lori Ashley

The role I had before joining Preserver Go.

04:46 - 04:46

Lori Ashley

But my.

04:48 - 04:51

Lori Ashley

Affiliation with preserving I will explain.

04:51 - 05:01

Lori Ashley

And it's tied to this presentation today, which is, to share with you a capability maturity model approach, that doctor Charles and I developed now, more than 10 years ago.

05:02 - 05:06

Lori Ashley

And to see if it sparks an interest, it's useful to you.

05:06 - 05:17

Lori Ashley

So, I'll explain, so, there's one slide from Preserve Go, all the rest of it is really me, speaking as co developer of ..., or the Digital Preservation Capability Maturity Model.

05:18 - 05:36

Lori Ashley

So, just a few slides, to start out with, to set the groundwork for what is digital preservation, and why is it important, a few minutes on how the heck did I get to the point in my career, where I'm focused nearly exclusively on long term and permanent electronic records?

05:37 - 05:46

Lori Ashley

Share with you the capability maturity model, its basic components, and that digital web based self assessment tool, which you're welcome to use.

05:47 - 06:03

Lori Ashley

I have one sign on a call to action, which really highlights how I think the IG and rim Professionals and practitioners can play such an important role and engaging their organizations in approaching long term records preservation in the electronic sphere.

06:05 - 06:09

Lori Ashley

And then, as Mark indicated, to me, the interest from the board was really around the case study.

06:09 - 06:13

Lori Ashley

So I'll show you some ways in which the ...

06:13 - 06:14

Lori Ashley

Model has been used.

06:14 - 06:18

Lori Ashley

The digital OK web assessment has been used by more than 250 organizations.

06:18 - 06:23

Lori Ashley

And I just want to make it clear, It's a separate thing from Preserver CA.

06:23 - 06:28

Lori Ashley

None of the data that is ever submitted through the self assessment web tool is shared with ...

06:28 - 06:33

Lori Ashley

Even though it's Of course, a lot of organizations, and people who are needing digital preservation.

06:33 - 06:36

Lori Ashley

It was started long before I joined Preserver CA.

06:36 - 06:38

Lori Ashley

And it's completely separate.

06:38 - 06:40

Lori Ashley

The data is never shared with anyone.

06:40 - 06:48

Lori Ashley

And since Doctor Dollar has retired, it really is only in, my, in, my control, a few summary remarks And then, some resources.

06:48 - 07:02

Lori Ashley

I spend a couple of PDF resources, things that I authored to Mark to share with you, and then there are also some links for public websites that might point you to some resources if you're interested in pursuing this further.

07:04 - 07:07

Lori Ashley

So, just to baseline, digital fragility is an issue by consensus.

07:08 - 07:15

Lori Ashley

We all know that electronic assets require more care and attention and monitoring than those in paper or film.

07:15 - 07:20

Lori Ashley

They also, electronic assets are not readable except with the help of machines.

07:20 - 07:25

Lori Ashley

And, of course, hardware and software is a constantly changing sort of environment.

07:25 - 07:28

Lori Ashley

So, technology refresh cycles happen.

07:28 - 07:29

Lori Ashley

Things get broken.

07:29 - 07:31

Lori Ashley

Storage media can degrade.

07:32 - 07:35

Lori Ashley

Vendors can walk away from an application.

07:35 - 07:39

Lori Ashley

Or they can discontinue support for a proprietary file format.

07:40 - 07:44

Lori Ashley

And then, of course, just the natural course of organizational changes in development.

07:45 - 07:52

Lori Ashley

We end up with applications with data that are no longer being used, because we've moved on to something else, and of course, people change their roles as well.

07:52 - 08:06

Lori Ashley

So someone who may have been an expert in a particular system may have moved on, and so a different custodian has to take over who may or may not know some of the, the, the specifics of a specific environment.

08:07 - 08:20

Lori Ashley

The analysts in the industry, so Gartner and Forrester, and a company out of Canada, Infotech have all recognized that the digital, our reliance on digital media makes us quite vulnerable.

08:20 - 08:34

Lori Ashley

And so as practitioners in this area, I'm sure if you consult your retention schedules, you'll note lots of things which are potentially in need an at risk from degradation in the electronic environment.

08:34 - 08:43

Lori Ashley

So that's what I hope to share with you today, a model that can help highlight some of those risks, and hopefully, advance your organizations embrace of what needs to be done.

08:44 - 08:49

Lori Ashley

More specifically, these are risks to long term digital information.

08:49 - 08:52

Lori Ashley

A big one is where we lose the contact.

08:52 - 08:56

Lori Ashley

And this is an important one, of course, for records managers and archivists.

08:56 - 09:00

Lori Ashley

Archivists often ended up with content that doesn't have very good metadata associated with it.

09:00 - 09:07

Lori Ashley

And they're always chasing after adding metadata in order to make the files understandable well into the future.

09:09 - 09:14

Lori Ashley

Chain of custody can sometimes be broken either inside an organization or between companies.

09:14 - 09:23

Lori Ashley

And depending on the life cycle, Perry mentioned that I worked in the energy industry, and the last job I had was in the trans high voltage transmission company.

09:24 - 09:31

Lori Ashley

And when I ask one of the engineers the oldest asset in the field, he said that it was 70 years old and there was no plan for it to be decommissioned or retired.

09:32 - 09:41

Lori Ashley

So we, by the nature of our work, the important things that you do and the organizations that you serve, handle a lot of information that needs to hang around for a long period of time.

09:42 - 09:47

Lori Ashley

And that's outside the archival community, and so, a lot of things can happen over that.

09:47 - 09:50

Lori Ashley

Time, bits and bytes become corrupt, just sitting on servers.

09:52 - 10:04

Lori Ashley

Sometimes, often, too often, I guess, we move on to new applications and we are stuck with legacy applications, without a clear sense of maybe what's in them and without a plan, for moving things forward.

10:04 - 10:07

Lori Ashley

And, of course, there's always a shortage of time and money.

10:07 - 10:12

Lori Ashley

And so, sometimes, when decommissioning initiatives happen, there's a lot of pressure.

10:12 - 10:21

Lori Ashley

Not to move a lot of data forward, but, inevitably, there are some assets in legacy applications, which have continuing retention requirements.

10:21 - 10:31

Lori Ashley

And then, of course, just the natural evolution in organizations, where maybe there's new lines of business, or there's a change in leadership chains and personalities.

10:31 - 10:37

Lori Ashley

And so priorities, and resources can shift over time, putting at risk, some long term digital content.

10:38 - 10:41

Lori Ashley

How long is long term is always a good question to start with.

10:41 - 10:51

Lori Ashley

This is a view of a poster I did and presented it, armah Canada in 20 15, so it tells you a little bit about how long I've been on the soapbox in the digital preservation community.

10:51 - 11:01

Lori Ashley

The, we use a longer than 10 years as long term, and potentially needing support or transformation to keep viable.

11:02 - 11:05

Lori Ashley

And these are two points of reference for you.

11:05 - 11:20

Lori Ashley

The ISO standard, which I'll talk a little bit about, which is used by the digital preservation community, defines long term as long enough to be concerned with the impacts of changing technologies or changing user community community, and it can be permanent can be indefinite.

11:21 - 11:26

Lori Ashley

And so, I think in your own environment, and maybe Marc would be happy to comment on this.

11:27 - 11:36

Lori Ashley

Different organizations in different industries have different cycles, but it's fair to say that technology refresh cycles run about a three year cycle.

11:37 - 11:43

Lori Ashley

So, if you have a 10 year record, it means that it may already be subject to several technology refresh cycles.

11:43 - 11:54

Lori Ashley

And you might want to think about potentially, taking a disposition action, transforming it to a different file format, or moving into an environment that's specifically suited for keeping something alive.

11:54 - 12:00

Lori Ashley

There was a study done in 2007 by the Storage Network Industry Associations, Sneer.

12:01 - 12:15

Lori Ashley

The 100 year Archive Study requirements and their definition of Long Term came out pretty much in anything beyond 10 to 15 years, because that's when it gets difficult to maintain control of logical and physical migrations.

12:15 - 12:21

Lori Ashley

They tried to do updated study in 2017, but they didn't get enough participants to update that study.

12:21 - 12:24

Lori Ashley

So, that's the the best one I have is 2007.

12:25 - 12:32

Lori Ashley

So, you all know, we only have a few options, if we're talking about records, preparation, and especially long term or permanent records preservation.

12:32 - 12:38

Lori Ashley

These are some screenshots from the municipal record retention for the state of Pennsylvania.

12:38 - 12:42

Lori Ashley

And I spend a lot of time looking at county government these days.

12:43 - 12:58

Lori Ashley

And the State of State Archives in Pennsylvania last year, last April, approved for the first time municipal organizations being able to store permanent municipal records in electronic format, and they specify that it would be PFA.

12:58 - 13:03

Lori Ashley

So, what you see here is, you basically have paper, film or, or digital.

13:03 - 13:10

Lori Ashley

And if it's going to be digital, then you're going to have to pay a special attention, Because, as I said, you can't read it without a computer and computer.

13:11 - 13:17

Lori Ashley

Software and hardware is always changing Underneath this paper and film are no eye readable.

13:18 - 13:19

Lori Ashley

Pretty durable media.

13:19 - 13:22

Lori Ashley

And we have lots of standards and good practices around them.

13:22 - 13:34

Lori Ashley

So if you want to take a look at what Pennsylvania has done, they require a notification to the state archives if a municipality wants to store their permanent electronic records in PDF format.

13:35 - 13:38

Lori Ashley

So what does it mean to future proof electronic records?

13:39 - 13:45

Lori Ashley

It means long term error, free storage, which is, you know, not especially easy to do.

13:45 - 13:52

Lori Ashley

Given all the things that I just explained so that you can retrieve it, you can interpret it, and you can prove that its authentic.

13:52 - 13:56

Lori Ashley

Goes back to what the original was for the entire time that the information is required.

13:57 - 14:01

Lori Ashley

And of course, it applies to born digital content, which is a lot of what we're dealing with today.

14:01 - 14:07

Lori Ashley

Lots of different file formats, as well as anything that's been converted from an analog, analog format.

14:07 - 14:13

Lori Ashley

And there are thousands and thousands of digitization projects going on for both operational and historical record.

14:13 - 14:19

Lori Ashley

So, there's a lot of content that potentially needs to be future proof using electronic tools.

14:20 - 14:23

Lori Ashley

So what does digital preservation more specifically?

14:23 - 14:32

Lori Ashley

And not surprisingly, it's people, process and technologies, or policy strategies and actions that ensure access to digital content over time.

14:32 - 14:51

Lori Ashley

So the real emphasis in digital preservation is that we take these actions on a select set of objects that we wanted to have accessible in the future, and archives do that for, you know, users that haven't been born yet, for the purposes of historical preservation and perspective.

14:52 - 14:56

Lori Ashley

There's a even much longer definition I've only shared here, the medium and the short.

14:58 - 15:14

Lori Ashley

But it's, it's what you basically are trying to do is overcome the challenges of technology obsolescence, in order to keep that content authentic, usable have integrity over time, whatever timeframe that is, it makes sense for your organization.

15:15 - 15:18

Lori Ashley

So I just want to point out, two standards.

15:18 - 15:26

Lori Ashley

There's more, but the, the two main standards that are useful to reference in this space are ISO 171, in 163.

15:26 - 15:30

Lori Ashley

So this one is called the Open Archival Information System Reference Model.

15:30 - 15:32

Lori Ashley

It's not an implementation model.

15:32 - 15:33

Lori Ashley

It's a reference model.

15:34 - 15:39

Lori Ashley

And it was developed initially in the space science arena.

15:39 - 15:48

Lori Ashley

It was an international effort, because people send up satellites and have lots of space data, and they want to be able to share it with across country and borders.

15:49 - 15:52

Lori Ashley

And so they got together and developed a standard, which has now been updated.

15:53 - 16:08

Lori Ashley

So, it's, the of, the term, Open, archival information or OAS has referred to is, stands for an archive consisting of people and systems that have accepted responsibility to preserve information and to make it available for a designated community.

16:09 - 16:18

Lori Ashley

And the designated community part means it's unlikely that your organization will take on the responsibility for keeping assets alive forever for everyone, right?

16:19 - 16:34

Lori Ashley

And so, what the designated community, he says, is that you, if you're an academic institution or research center, a state archive, a commercial organization, that you do what you do for a specific set of users and not the whole world.

16:34 - 16:49

Lori Ashley

And so, this OAF, this trusted repository, which combines, you know, people and process and technologies in order to keep the assets alive are done for a specific purpose, You know, under certain criteria.

16:50 - 16:53

Lori Ashley

And so, this has been adopted by the worldwide digital preservation community.

16:53 - 16:54

Lori Ashley

There is it.

16:54 - 16:55

Lori Ashley

You can buy it through the ISO.

16:58 - 17:02

Lori Ashley

Books or store, but you can also get a free copy and that link is down at the bottom.

17:02 - 17:04

Lori Ashley

It's quite a hefty document.

17:05 - 17:13

Lori Ashley

But if anybody in IT is wondering, Is there a standard which describes what a preservation environment is, this is the place to send them.

17:14 - 17:25

Lori Ashley

A companion standard, ISO 6463 was developed a number of years later and it is the audit and certification of TDR, Trustworthy Digital Repositories.

17:25 - 17:32

Lori Ashley

And the reason why this came about is, it's one thing to say that you can keep stuff forever in digital form.

17:32 - 17:33

Lori Ashley

It's another thing to prove it.

17:33 - 17:46

Lori Ashley

And so this is a 1 663 is a way for organizations to certify to the public or to the to the world, that they've got all the things in place that are necessary.

17:47 - 17:50

Lori Ashley

It's not, you don't typically audit an entire organization there.

17:50 - 17:55

Lori Ashley

They point specifically, at a repository and specific collections.

17:56 - 17:58

Lori Ashley

And this one is also available free via that link.

18:00 - 18:03

Lori Ashley

I think 1, 600, 600 has a couple of different sections.

18:03 - 18:09

Lori Ashley

It talks about organizational infrastructure, data object management, and then risk management infrastructure.

18:09 - 18:16

Lori Ashley

So in the model that I'm going to show you, the digital preservation capability model, we tackle some of these things.

18:16 - 18:20

Lori Ashley

And model is based on these two standards, on 47 to 763.

18:21 - 18:27

Lori Ashley

But obviously, it can't tackle everything, and one of the things that you won't see in the model that I'll show you is on funding.

18:27 - 18:30

Lori Ashley

Which is, of course a challenging topic.

18:31 - 18:38

Lori Ashley

The organization that is certified to come in and audit repositories against the standard is called PTAB.

18:38 - 18:41

Lori Ashley

And it's made up of people who helped write the two standards.

18:42 - 18:49

Lori Ashley

And they have a spreadsheet with basically all of the requirements from this Standard that you could use as a self assessment tool.

18:49 - 18:52

Lori Ashley

And so, that link is there, at the bottom of the screen.

18:54 - 19:04

Lori Ashley

There are only two organizations in the world that have been certified so far, to 1, 6, 6, 3, 6, 3, 1 is in India, The first was in India, and the second one is here in the US.

19:04 - 19:10

Lori Ashley

And so, it's a great place to go if you're looking for what the heck is this, and why would they go about doing this.

19:10 - 19:12

Lori Ashley

And it's our own government publishing office.

19:12 - 19:21

Lori Ashley

So this is where all the Federal Governments, official documents, the publications of Congress, and the White House, and other Federal agencies, are stored.

19:21 - 19:26

Lori Ashley

It's the depository, also for the libraries in the US.

19:26 - 19:32

Lori Ashley

And so they spent a number of years building their own system, which is called gov info.

19:32 - 19:35

Lori Ashley

And you can see here some of the holdings that they have.

19:35 - 19:41

Lori Ashley

And then they have two instances which is a requirement in digital preservation 2 or 3 an instance primary instance.

19:41 - 19:43

Lori Ashley

And then a continuity of operations.

19:43 - 19:46

Lori Ashley

So it's great to have an exemplar.

19:46 - 19:53

Lori Ashley

Somebody who's gone before us, and there are some materials available on their website, so you can see why did they do it, and what did they do.

19:53 - 19:58

Lori Ashley

And then, in a couple of years, PTAC will go back and see how they're holding up.

20:00 - 20:04

Lori Ashley

I wanted to talk just a few minutes about my professional journey.

20:04 - 20:15

Lori Ashley

To this point, I'm, you know, somewhere near the end of my career and decided three years ago, when I joined Preserver, that I would spend the rest of my career focused on digital preservation.

20:15 - 20:17

Lori Ashley

Because I think it's so very important.

20:18 - 20:25

Lori Ashley

And to try to leverage all the things I've learned and heard, and seen and shared with

others, like Parry, along the way.

20:26 - 20:28

Lori Ashley

To try to see if I couldn't help move things forward.

20:28 - 20:34

Lori Ashley

And I joined Preserver Club, because it had a commercial product, which is purpose built to the ...

20:34 - 20:34

Lori Ashley

Standard.

20:35 - 20:38

Lori Ashley

There are over 200 customers now, so they had something that was ready to go.

20:38 - 20:46

Lori Ashley

So if people are able to say, I can build a business case for digital preservation tool, preserver CA has it ready, which is why?

20:46 - 20:47

Lori Ashley

I joined them.

20:48 - 21:02

Lori Ashley

But as parents said, I worked in the utility industry for a number of years, and I was there during Y two K, and thought, we've got to be able to do better connecting the dots between the systems that are in place, and the users, and what they need.

21:02 - 21:08

Lori Ashley

And, you know, at that time, IT group didn't really even know all the applications that

it had.

21:09 - 21:17

Lori Ashley

So, I began to get, really interested in the, in the process, the connection between the systems we used to support our work, and how the work was getting done.

21:17 - 21:29

Lori Ashley

So, I had a role as a business Strategist, and also, as an organizational development support person, which means, you look at, how the company is actually running, are things working well.

21:29 - 21:36

Lori Ashley

And so, I was involved in employee surveys and voice of the customer, and, just again, lots of disconnects between the tools.

21:36 - 21:40

Lori Ashley

We have the business we need to get done and where the information is managed and stored.

21:42 - 21:47

Lori Ashley

My last for a in the utility industry was at the high voltage Transmission Company.

21:47 - 22:00

Lori Ashley

And I and by then I was I had gotten really interested in records management from a great mentor Arliss Vogel, who some of you may know was a longtime ARMA member, was at Wisconsin Energy.

22:01 - 22:15

Lori Ashley

And, so, I went to the transmission company, which was this consolidation of transmission assets in Wisconsin, and all that in Michigan, in order to be prepared to advance a transmission system, more transmission was needed.

22:15 - 22:19

Lori Ashley

And so, they took the assets from these various companies and put them together.

22:19 - 22:24

Lori Ashley

And what I saw was this amazing opportunity to get a records management program right from the start.

22:25 - 22:31

Lori Ashley

And I tried, and it didn't work, and I thought, OK, something else must be able to be possible.

22:31 - 22:34

Lori Ashley

But if you can't do it, or that startup, when the heck can you get records management, right?

22:35 - 22:47

Lori Ashley

So I went from there to the Department of Electronic Government, which only lasted a really short time, it was a couple of components of the Department of Administration, and as soon as the governors changed, those parts of DOA went back.

22:48 - 22:57

Lori Ashley

I had a role as a Information Domain Manager, which gave me, again, an enterprise view into how information could be governed and managed.

22:57 - 22:58

Lori Ashley

And it was pretty hard going.

22:58 - 23:10

Lori Ashley

But what I did develop in state service was this deep, deep appreciation for policy development, and consensus, building, the challenges of enterprise technology, and the revolving door of state CIOs.

23:11 - 23:22

Lori Ashley

How the public records board work, like the stakeholders coming together, especially on the historical side, to establish retention schedules, and to, to monitor the disposition of records.

23:23 - 23:25

Lori Ashley

Developed a lot of great relationships.

23:25 - 23:31

Lori Ashley

And that's when I joined the ARMA Madison chapter and have been active in a number of leadership roles there, over the years.

23:32 - 23:35

Lori Ashley

From there, I went on to Cohasset Associates, which is a consulting firm.

23:37 - 23:53

Lori Ashley

And so the, you can see down below the kinds of projects that I worked on for all those different organizations, public and private, and then did some teaching, and I really came to the conclusion, I hope I naively thought we were gonna get our handle on electronic records management and e-mail management sooner than we have.

23:54 - 24:01

Lori Ashley

But I did see a real gap in conversation and advices advocacy around long term electronic records.

24:02 - 24:04

Lori Ashley

And decided that I wanted to spend more time on that.

24:05 - 24:10

Lori Ashley

So as Perry said, I'm constantly looking for ways we can do things better and connect the parts.

24:11 - 24:19

Lori Ashley

So I've done a couple of different frameworks ending up with the digital preservation capability maturity model, which is what I want to talk to you about now.

24:20 - 24:29

Lori Ashley

So, I'm sure you're all familiar, especially based on Artemis Maturity models that it's evolved over the years, but it's a management tool and it's a great benchmarking tool.

24:29 - 24:37

Lori Ashley

It's a way to say, how systematic and uniform are we doing in something that's important to us?

24:37 - 24:44

Lori Ashley

It came out of the software development world, but it basically gives you a framework, a way to measure and manage.

24:45 - 24:57

Lori Ashley

And I think it's really a good way to get people sitting around the table, and debating where does, whereas our organization, in terms of its capabilities to do whatever you're looking at and how good do we need to be.

24:57 - 25:12

Lori Ashley

So, this is, you know, this was the another model that was going on at the time, we were developing the capability maturity model, which started out 2007, and really became something significant in 2010, and I'll explain that.

25:12 - 25:18

Lori Ashley

So the digital preservation cable to Capability Maturity Model, or ..., has 15 components.

25:19 - 25:27

Lori Ashley

And the way it works is you sort of go through each one and assess your organization, or the repository that you're looking at against each of these.

25:27 - 25:31

Lori Ashley

And I'm going to take a run through the first eight with you using the self assessment tool.

25:32 - 25:38

Lori Ashley

Because all of the rest 9015, really presume that you have a preservation repository.

25:39 - 25:50

Lori Ashley

And so what typically happens is, if you, if you don't have, you don't have something that's built, or the pieces put together to do something like what the reference model tells you, you get kinda low scores.

25:51 - 25:59

Lori Ashley

So I welcome you to take a look at that, but I want to get you oriented by going to the first set of B So this is what the picture looks like.

25:59 - 26:06

Lori Ashley

We never did spend much money on the graphic artists, so it's really kind of an ugly, ugly graphic.

26:06 - 26:14

Lori Ashley

But we broke the 15 components into infrastructure, which tend to be more about organizational issues.

26:14 - 26:19

Lori Ashley

And then the bottom section of things that happen inside the technology.

26:19 - 26:21

Lori Ashley

We call those services.

26:21 - 26:27

Lori Ashley

And in the middle is a place where you put this stuff, which has the requirement for long term preservation.

26:27 - 26:32

Lori Ashley

What you see on the side, the producer and consumer, these are terms out of the OAS model.

26:32 - 26:34

Lori Ashley

The producers are anybody who creates content.

26:34 - 26:44

Lori Ashley

It could be a donor, or it could be a departmental unit, it could be a system, somehow somebody's creating content that needs to be protected.

26:44 - 26:51

Lori Ashley

And then consumers are the ones who, in the future, want access to objects, which are stored in the repository.

26:51 - 27:01

Lori Ashley

And so, they make a request, Then the material is, is made available to them, never

the original, but they're able to render the content and see it.

27:01 - 27:03

Lori Ashley

So that's basically the model.

27:04 - 27:11

Lori Ashley

You probably really familiar with the stages of the GARP model, where the generally accepted recordkeeping or the IG maturity model.

27:12 - 27:18

Lori Ashley

So, this is how we set up the, the, sort of the thresholds in this model.

27:18 - 27:20

Lori Ashley

So there are five levels.

27:20 - 27:29

Lori Ashley

And at the very bottom, at the nominal level, it means that most, if not all electronic records, that merit long term preservation are at risk.

27:30 - 27:48

Lori Ashley

And then at the top and optimal, which I think the only organization that we ever had, use a survey that tested close to the optimal level was the Church of Latter Day Saints and the, you know, the repository they have for genealogical data.

27:49 - 28:00

Lori Ashley

They have pretty, pretty much things locked down, but everybody else is somewhere in the middle, and I'll show you some examples of where different organizations scored from what they did about it.

28:01 - 28:17

Lori Ashley

So the point of having this self assessment, you know, lots of people, librarians, archivists, records, managers, you know, engineers, researchers, understand the need to get access to data or records a long time after they were created.

28:18 - 28:32

Lori Ashley

But it's often hard to build the business case, to argue when things are to move out of an operational environment, into a preservation environment, to explain to people what it takes, or to become familiar with the technology.

28:32 - 28:47

Lori Ashley

So the point of this, we were trying to Charles, and I were trying to help practitioners make some noise, have a way of explaining to stakeholders that this was something that needed to happen in the records life cycle.

28:47 - 28:51

Lori Ashley

For electronic information that needed to be kept long term.

28:52 - 28:59

Lori Ashley

And it allows, if you, if you work with peer organizations, it allows you to sort of trade and share, and compare notes.

28:59 - 29:09

Lori Ashley

And the whole point of it was to get momentum for people like you, who are charged with records management, or information governance.

29:09 - 29:22

Lori Ashley

And there's a select set of these assets that you care about, and that you're charged with advocating for and protecting and advising stakeholders on, that have these requirements.

29:22 - 29:27

Lori Ashley

And the electronic environment is just really challenging, more challenging than anyone that we've encountered.

29:28 - 29:35

Lori Ashley

And our very high reliance on this these days makes us very vulnerable if we don't take some action.

29:35 - 29:47

Lori Ashley

So this is all about giving a simple to use tool, A boiled down version of a couple of standards, Put it in the hands of people who hopefully could make some make some noise at their organizations.

29:48 - 29:52

Lori Ashley

We presented a couple of years ago at neuroma, than Nuclear Information and Records Management Association.

29:52 - 29:54

Lori Ashley

So we worked out the hypothetical.

29:55 - 29:59

Lori Ashley

Not too long ago organizations who belong to neuroma.

29:59 - 30:02

Lori Ashley

We're focused on implementing ECM systems.

30:03 - 30:07

Lori Ashley

It seems like it's taken us a long time to get some of these systems up and running.

30:08 - 30:16

Lori Ashley

So what we did was we just used a hypothetical of an organization that's using a

commercial records management application.

30:16 - 30:18

Lori Ashley

Certified the DOD 115.2.

30:19 - 30:26

Lori Ashley

And to try to see how they didn't measure up, We assume that the organization has up to date retention schedules, which is not always the case.

30:27 - 30:44

Lori Ashley

And, of course, an organization operating in this arena has a lot of obligations for long term records, which may be tied to the life of a facility, or a a piece of equipment or technology, and that they have reporting relationships to the Nuclear Regulatory Commission.

30:45 - 30:54

Lori Ashley

So, when you look at, you know, we made some assumptions, This is a look at the scorecard that comes out of the digital preservation capability maturity model that the max score, if you scored optimal.

30:55 - 30:57

Lori Ashley

And all 15 components would get you a score of 60.

30:59 - 31:05

Lori Ashley

So you can see that, that, in this hypothetical case, the score is thirteen out of sixty.

31:05 - 31:07

Lori Ashley

And the question you have to ask is, is this good enough?

31:08 - 31:15

Lori Ashley

And honestly, being an outsider to a nuclear company, I would say, heck, no.

31:16 - 31:18

Lori Ashley

It really needs to be better than this, right?

31:18 - 31:21

Lori Ashley

So that's one of the questions is how good is good enough.

31:21 - 31:29

Lori Ashley

So this is the login for digital OK, dot org is the name of the self assessment, web based tool that's built on our model.

31:30 - 31:39

Lori Ashley

And it came about because in 2012 and 2015, this tool was used by all members of the US Council of State Archivists.

31:39 - 31:40

Lori Ashley

So that's the 56 US.

31:40 - 31:44

Lori Ashley

States, states and territories, and the District of Columbia.

31:44 - 31:48

Lori Ashley

As a way of creating a community and a benchmark.

31:49 - 32:02

Lori Ashley

And so we asked for permission to use the software code and develop a public version, which they agreed to do if we kept it open and free for four years, which we've now kept an open inquiry for seven years.

32:03 - 32:07

Lori Ashley

So, you just log in, and again, I'm the only person behind this application.

32:07 - 32:15

Lori Ashley

So, all we do is just try to make sure a real person is asking for it, but it comes to me and I just to prove it, and then you're free to use the web based tool.

32:15 - 32:19

Lori Ashley

So, we asked for a little bit of information name, title, organization repository.

32:19 - 32:24

Lori Ashley

That's a really important thing, If you just generically say, I'm going to test my whole organization.

32:24 - 32:33

Lori Ashley

You're gonna get some really weird results, so you really need to say I'm pointing my attention at someplace where long term records are stored.

32:33 - 32:39

Lori Ashley

It could be a file server In this case we use the commercial software.

32:39 - 32:50

Lori Ashley

And then we ask a question of Does your repository conform to ISO And that's the signal to people, that this is what this self assessment is based on.

32:50 - 32:53

Lori Ashley

And then we, you know, ask them information, are you using any of these tools, TLC?

32:53 - 32:54

Lori Ashley
Sharepoint?

32:54 - 33:04

Lori Ashley

Or These face some of the things Archivemata, commercial and open source tools that are commonly used in this space, just to see what people are relying on.

33:06 - 33:09

Lori Ashley

So, basically, you go in and it just gives you an intro message.

33:09 - 33:12

Lori Ashley

You click, and you can get into the survey and stop it, and then come back to it.

33:13 - 33:18

Lori Ashley

So, what I want to do is just run you through the first couple of components and give you an idea of how it works.

33:18 - 33:21

Lori Ashley

And there's a scoring logic that's running behind it.

33:22 - 33:25

Lori Ashley

So, at the end of it, you get a calculated score and an output.

33:26 - 33:32

Lori Ashley

So, the first thing is digital preservation policy, which is, this is really different from having a records retention schedule.

33:33 - 33:50

Lori Ashley

It says that, if you've got long term or permanent, electronic records, that needs to be made explicit, people need to understand that there's something to do, and that

there's compliance to be followed, and this is kind of an interesting question, because who, who does it, right?

33:50 - 33:58

Lori Ashley

Is it, the people, the producers, the agency, the department, are they responsible for taking care of it?

33:58 - 33:59

Lori Ashley

Is it ...

33:59 - 34:04

Lori Ashley

Job, is it an outside company that's going to take care of it?

34:04 - 34:10

Lori Ashley

So, having a high level policy says, we take care of our long term electronic records by taking specific actions.

34:12 - 34:14

Lori Ashley

And so, these are the questions, We don't have a policy.

34:14 - 34:19

Lori Ashley

We have one in practice, It's disseminated, we look at it regularly.

34:20 - 34:25

Lori Ashley

Or we know we allow it to the audited, so that's just kinda the format of this.

34:25 - 34:29

Lori Ashley

He goes through the 15 components, you do a checkbox and you get to the end.

34:29 - 34:31

Lori Ashley

So the second component is a strategy.

34:31 - 34:34

Lori Ashley

So, of course, technology is always changing.

34:34 - 34:36

Lori Ashley

So whatever you might decide is your strategy.

34:36 - 34:41

Lori Ashley

Say, you're going to store everything, you can, you're going to transform it to PDF.

34:41 - 34:43

Lori Ashley

And that's going to be your digital preservation strategy.

34:44 - 34:46

Lori Ashley

Well, that's probably not going to.

34:46 - 34:52

Lori Ashley

First of all, it's not the only thing that you have to do, because that has to be stored someplace, and the environment makes a difference.

34:52 - 34:55

Lori Ashley

But you, you can't store everything that's long term and PDUFA.

34:56 - 34:58

Lori Ashley

And technology is changing.

34:58 - 35:01

Lori Ashley

So what are you going to do?

35:01 - 35:03

Lori Ashley

What formats are you going to start, and where are you going to put it?

35:04 - 35:05

Lori Ashley

This is going to be ad hoc.

35:05 - 35:10

Lori Ashley

Are you going to, you know, give people direction, make it explicit, who's accountable for it?

35:11 - 35:16

Lori Ashley

If you dictate that people will transform things to a format, you need to tell them what that is.

35:17 - 35:22

Lori Ashley

So one of the resources at the end is the US National Archives, Digital Preservation Framework.

35:22 - 35:30

Lori Ashley

And they've identified two agencies that are sending them electronic content, which will be all the content pretty soon when the deadlines come up.

35:31 - 35:42

Lori Ashley

They've specified the preferred and supported formats for, I think it's 15 or 16 different categories, if you're sending us audio visual, or you're sending a text document, if you're sending us spatial data.

35:43 - 35:45

Lori Ashley

This is the way that we want it to come to NARA.

35:46 - 36:00

Lori Ashley

So it's just it's similar to it, and I can point you to lots of places, academic institutions, and state archives, and other places that their strategy is to ask the producers to transform it to a, a technology neutral file format before they pass it on.

36:00 - 36:02

Lori Ashley

You may or may not choose to do that.

36:02 - 36:04

Lori Ashley

So that's what this one it's all about.

36:05 - 36:06

Lori Ashley

And ...

36:06 - 36:09

Lori Ashley

Is sponsoring a research project.

36:09 - 36:15

Lori Ashley

This is the second year of a of the project on inter-agency Electronic Records Transfer in State Government.

36:16 - 36:24

Lori Ashley

And this year's project is looking at a handful of good practice examples, and there will be a report coming out.

36:24 - 36:25

Lori Ashley

The project is called Move It.

36:26 - 36:30

Lori Ashley

It stands for Modeling Viable Electronic Information Transfer.

36:30 - 36:36

Lori Ashley

And we'll put out the project report, or Kosovo in January 21, so you can follow this link to get information.

36:36 - 36:40

Lori Ashley

And there was a recent webinar, so you can find more information about that.

36:41 - 36:50

Lori Ashley

Unfortunately, a lot of the transfer is still quite manual, which we've got to get beyond, because there's too much digital content to take care of governance.

36:50 - 36:54

Lori Ashley

So this is about who's accountable, how do you keep the pieces going?

36:54 - 37:07

Lori Ashley

How do you keep a, how do you keep a clear vision of all the places where long term records may be captured and managed in your organization, and, you know, link them to all the other mechanisms of when we get a new application.

37:07 - 37:10

Lori Ashley

This is what we do if it has permanent records in it.

37:10 - 37:17

Lori Ashley

This is a kind of protocol we put in place, so this ties nicely into information

governance.

37:17 - 37:28

Lori Ashley

And one of the resources I've provided to, Mark as a paper, I wrote for ARMA Canada on Integrating Digital Preservation into your information governance program, So that might give you some ideas of what can be done.

37:29 - 37:31

Lori Ashley

You can't do this on your own.

37:31 - 37:49

Lori Ashley

Not only does it take technology, but it takes communication and collaboration between those that make records and have an expectation of getting access to them into the future, with people like yourselves, who are councils, and, you know, counselors, and advocates, and advisors, and subject matter experts in records management.

37:51 - 38:05

Lori Ashley

And so, and oftentimes what happens, too, is that there's a community, so that academic institutions doing digital preservation, say, in a statewide system, we'll have a group that gets together to focus on this, so that they can share lessons learned.

38:06 - 38:09

Lori Ashley

So this component is about who are you working with.

38:09 - 38:15

Lori Ashley

How are you engaging with others, how are you leveraging the expertise of other folks to keep your program moving forward.

38:17 - 38:28

Lori Ashley

This model has a lot of emphasis on using open standard technology tools, but basically, what you'll find is that many IT people are not really familiar with digital preservation.

38:28 - 38:43

Lori Ashley

It wasn't taught in their programs, know, they're used to migrating, and archive archiving or backing up, but they're not aware of of these ISO standards that exist, or this reference model that helps people understand what needs to be done.

38:43 - 38:56

Lori Ashley

And so this is a question about do folks in your organization or who support you from the outside with technical initiatives and infrastructure, are they aware of what these requirements are and some practices?

38:58 - 38:59

Lori Ashley

This one is about what you're use.

38:59 - 39:06

Lori Ashley

It's really, really common for people to to decide to you know, transform things and save them into her JPEG.

39:07 - 39:11

Lori Ashley

And so this takes a look at what people are using and how many of these formats they're using.

39:11 - 39:15

Lori Ashley

This one I talked about, who are you doing this for?

39:17 - 39:18

Lori Ashley

Their internal folks.

39:18 - 39:23

Lori Ashley

External folks, if you're a state archives, of course, it's for the public, but also for researchers.

39:24 - 39:28

Lori Ashley

So it's really clear that you understand, what are you going to all this trouble for?

39:28 - 39:33

Lori Ashley

And it should help you with the appraisal and selection of the stuff that goes into a trusted repository.

39:34 - 39:45

Lori Ashley

This is the one where I really think, you, folks, can play such an important role, and if you can leverage off retention schedules, but retention schedules, as I said, are not enough to communicate.

39:45 - 39:47

Lori Ashley

What needs to be done here.

39:47 - 39:57

Lori Ashley

I've looked at hundreds of retention schedules in my time, and, you know, they'll say things like, who is the ultimate custodian, or, you know, does it need to be transformed to microfilm?

39:58 - 40:02

Lori Ashley

But basically, you can leverage your elect, your retention schedules.

40:02 - 40:16

Lori Ashley

And if you have a data map, where you're able to map series, or functional units to

the systems that they're using, that's a great place to, then go, apply this capability maturity model, and say, there's long term stuff in there.

40:16 - 40:19

Lori Ashley

Is this system good enough to do what we need to do?

40:19 - 40:23

Lori Ashley

And so, this component, you might find most interesting.

40:23 - 40:26

Lori Ashley

It talks about, do you do ad hoc surveys?

40:26 - 40:27

Lori Ashley

Do you do a periodic analysis?

40:27 - 40:31

Lori Ashley

Do you know where the content is stored?

40:33 - 40:41

Lori Ashley

Have you published data transfer protocols so that people would know how to get something out of an operational system, into a, into a repository?

40:42 - 40:47

Lori Ashley

And this is sort of my vision for where I think I am, where I hope the world will go.

40:47 - 40:55

Lori Ashley

I probably won't live long enough to see it, but imagine that every organization has a digital preservation repository or are part of their infrastructure.

40:57 - 41:12

Lori Ashley

My view is that if a object is born permanent, that it could be potentially stored in that environment at capture, or at any time, during its, its use, as long as you don't get in the way of the users.

41:12 - 41:24

Lori Ashley

There's no reason why you can't put an object into a preservation environment early and not wait as we typically do until the objects reached the end of their authorized retention period.

41:24 - 41:31

Lori Ashley

Or, you know, they're at risk or they're ready for transfer to an archive, which is what happens.

41:31 - 41:45

Lori Ashley

So in my world, I deal with lots and lots of archivists who just get ****, you know, 2040, 50 years after this stuff was created, will very little metadata in file formats that they can no longer read.

41:45 - 42:05

Lori Ashley

So my vision is that just as we've spent a lot of time on defensible disposition, we should be spending time on preservation by policy, and we should find ways to take assets with high value or high risk, and move them into preservation environments, and help the users to them in a transparent way.

42:06 - 42:08

Lori Ashley

And do right by the assets.

42:08 - 42:11

Lori Ashley

And hopefully, you know, be smart about storage.

42:13 - 42:19

Lori Ashley

There are lots of differences between the systems we use, purpose built applications, and a digital preservation system.

42:19 - 42:28

Lori Ashley

So I won't bother you with that, but anything that conforms to the 171 reference model is purpose built, to keep this stuff long term.

42:29 - 42:39

Lori Ashley

So, I'm going to stop there and not go into these other aspects of the model, because I want to share with you some of the ways that this has been used in my remaining time.

42:39 - 42:46

Lori Ashley

So what happens is you go through the the digital OK dot org application and you complete the survey.

42:46 - 42:55

Lori Ashley

What you'll get is this colorful scorecard which shows what your score is, so red is nominal and orange is.

42:55 - 43:08

Lori Ashley

The next level in yellow is the next level up, and then optimal is green, and it shows you, based on your answers, how your organization or that repository scores against these requirements.

43:09 - 43:13

Lori Ashley

And then at the bottom, it will just say, based on your answers, you sort of fall in this area.

43:14 - 43:31

Lori Ashley

And then, you also get an output of all the questions and the answers that you pick, so that you can sit down with some co-workers and debate whether or not that was the right answer, or use the printout to say, Well, if we're here and we want to get to there, what does the next level suggests we wouldn't be doing?

43:33 - 43:38

Lori Ashley

So this is my call to action to IT practitioners, and remember, professionals.

43:38 - 43:43

Lori Ashley

These are, I think, a lot of things you do in your normal work.

43:43 - 43:56

Lori Ashley

And they are opportunities to raise awareness and to advocate for proactively addressing the long term requirements for electronic content.

43:56 - 44:08

Lori Ashley

So if you're trying to build a business case for upgrading a system, or if somebody else is doing it, and you get to go in there and ask some questions, Legacy Application decommissioning is a big one.

44:08 - 44:18

Lori Ashley

I worked with a consultant who had done I could go to the archives and pharmaceutical companies, and they were paid for based on legacy application decommissioning.

44:18 - 44:29

Lori Ashley

So you stop paying for one piece of software, and you can get rid of the things which have met the retention, and you have an environment to move the things that need to stay.

44:29 - 44:38

Lori Ashley

You can use the money, which is already in the, say, IT budget, but move it to use it for a preservation environment.

44:38 - 44:43

Lori Ashley

So you shut down one, and you create a new one, and these are no multi-million dollar projects.

44:44 - 45:01

Lori Ashley

If you get when, or you're invited, or it's a normal course in your organization to be part of looking at requirements for new technology, and you know, you can map that some of the assets in that new system will require long term care and preservation.

45:02 - 45:04

Lori Ashley

That's a great place to insert.

45:04 - 45:07

Lori Ashley

Well, at what point would we trigger the disposition to a preservation environment?

45:07 - 45:20

Lori Ashley

Or can we transform the objects in that system to a different format, which is an open standard, or print technology neutral file format so that it's, we hedge the bet, right, on that proprietary format.

45:21 - 45:26

Lori Ashley

Digitization projects, so we paper to digital, or film to digital, which is happening a lot.

45:26 - 45:31

Lori Ashley

And, in particular, that example, I gave of municipal records in Pennsylvania that can now be stored in PFA.

45:32 - 45:36

Lori Ashley

I talked to a gentleman who was head of building compliance.

45:36 - 45:46

Lori Ashley

He's got 30 years of microfilm records on No Building code applications and inspections and things like that.

45:46 - 45:53

Lori Ashley

He's got a records management application, but it doesn't give him what he needs in terms of the requirements from the archives.

45:53 - 45:56

Lori Ashley

So he was looking for, how do I, how do I do this?

45:56 - 46:07

Lori Ashley

Electronic records preservation, And it was in his intent, in the future to transform those 30 years of files into a digital format and then put them into the repository.

46:09 - 46:15

Lori Ashley

File classification, if you're sifting through your file shares or you're you're migrating over to Office 365.

46:15 - 46:18

Lori Ashley

And you've got to figure out what goes, what stays.

46:18 - 46:24

Lori Ashley

It's not a bad time to identify some of those assets with long term requirements are

high value.

46:27 - 46:27

Lori Ashley

Excuse me.

46:28 - 46:29

Lori Ashley

And you can leverage that.

46:29 - 46:30

Lori Ashley

They're also in file Classification.

46:30 - 46:32

Lori Ashley

They often can tell you file format.

46:32 - 46:37

Lori Ashley

So it can give you a view into are there things in here that we can't read or render?

46:37 - 46:42

Lori Ashley

And we might need to find a different place to put them so that we can actually read these files.

46:43 - 46:54

Lori Ashley

Of course, anytime the business is shifting, moving, you know, transferring content because of merger or acquisition, it's a chance to potentially raise your hand and make sure that those assets will be available to somebody in the future.

46:56 - 47:05

Lori Ashley

Just educating employees, I mean, if you're getting new engineers coming into your organization, they're going to be concerned about stuff that was built in the path

that they need to access to do their work.

47:05 - 47:12

Lori Ashley

And hopefully, you know, certain disciplines are especially tied into the longevity of their data and their work.

47:12 - 47:19

Lori Ashley

And so it's a chance for you to educate a new batch of folks coming in succession planning and leadership changes.

47:19 - 47:24

Lori Ashley

Sometimes people come into the organization and are really interested in what their, how their legacy will be preserved.

47:25 - 47:38

Lori Ashley

And so that's another chance for you to talk about, well, how are we going to save your e-mail communications, your press releases, your announcements, we put up on YouTube, or your tweets, or whatever it is.

47:38 - 47:41

Lori Ashley

And then of course, ...

47:41 - 47:48

Lori Ashley

Has accelerated a lot of harvesting, especially, of websites, and social media sites for archivists.

47:49 - 47:54

Lori Ashley

So anytime there's an emergency, of course is when records management kids a chance to make a play.

47:54 - 48:00

Lori Ashley

So, and then breaches are audits also, raise issues, raise risk, Get people's attention.

48:00 - 48:07

Lori Ashley

And it's a time when you can potentially let people know that there's some action that could be taken.

48:08 - 48:12

Lori Ashley

So, here are some use cases I know you guys were interested in hearing about these.

48:12 - 48:16

Lori Ashley

The most organized enlarges use case was with ...

48:17 - 48:32

Lori Ashley

So they initiated they have a their flagship program is called theory the State Electronic Records Initiative which they created in 2010 They wanted to start off by getting a profile of where the various states and territories were with their electronic records programs.

48:32 - 48:46

Lori Ashley

So we were, Charles and I were invited in to do kind of an informal review of the data that had been gathered through telephone surveys, and here I just wanted to give you an example of what folks run into in state government.

48:46 - 48:53

Lori Ashley

You can see at the top, there are permanent assets which are to be retained in the creating unit.

48:53 - 49:07

Lori Ashley

So that means an agency is going to need to have preservation, and then down below, typical governor records of where they are retained and then transferred to

the state archives for permanent retention after the, the administration to change.

49:07 - 49:12

Lori Ashley

So there's lots of different examples, but they said, I believe every organization has got some need for this.

49:14 - 49:22

Lori Ashley

I work a lot with the US State Archives, but I think we're going to see more and more agencies and central IT units that are also going to need to get on board with this.

49:23 - 49:26

Lori Ashley

So the results were really dismal in 2010 and 2011.

49:26 - 49:34

Lori Ashley

It was a self assessment, and 109% had a program that addressed all stages of the life cycle.

49:34 - 49:36

Lori Ashley

It was really sort of sad.

49:37 - 49:46

Lori Ashley

So what happened was, we did an informal assessment, and in sort of the composite score for the 48, the Responded, with 360.

49:46 - 49:47

Lori Ashley

So what happened was ...

49:47 - 49:59

Lori Ashley

Decided to use the Digital Preservation Capability Maturity Model and there, and we worked with them to develop that web based self assessment, which was of course,

geared towards state government.

49:59 - 50:05

Lori Ashley

And so all of the 56 state territories took it in 20 12, and, again, in 20 15.

50:05 - 50:20

Lori Ashley

And what they did after 20 12 was to look at the scores, divide the states into different institutes, and then start a training program so that folks that were at the higher level work together, sharing and learning, and folks that hadn't really gotten underway with electronic records management.

50:22 - 50:25

Lori Ashley

We're also together and had more basic training.

50:25 - 50:36

Lori Ashley

So this is these are real scorecards From 20 12 and 2015 for a single organization that moved from a score of eight out of sixty to a score of thirty eight out of sixty.

50:37 - 50:53

Lori Ashley

And one of the, one of the success stories and not attributable just to ..., but we certainly helped, was the Texas State Library and Archives Commission, which were able to finally, after many years of asking the legislature for money, were able to get money for the Texas Digital Archive.

50:53 - 51:07

Lori Ashley

When Rick Perry left office and Rick, Rick Perry left office, he had 13 years of accumulated records, many of them electronic, which had to come over and be processed and managed by the digital archive.

51:07 - 51:09

Lori Ashley

So there's the website.

51:09 - 51:11

Lori Ashley

And they've built it out considerably.

51:12 - 51:16

Lori Ashley

If you want other examples of state archives, digital archives, I'd be happy to provide them to you.

51:17 - 51:29

Lori Ashley

This is a poster from last year, Society of American Archivists Conference, and I was contacted by one of the librarians at the University of Baltimore to asked to use the model, which they did.

51:30 - 51:45

Lori Ashley

And so what you can see here, from this poster session is, they use the model, you can see their score card, sort of there in the middle, everything's a nominal, with the exception of three components, and then they have a description of meeting with library manager.

51:45 - 51:48

Lori Ashley

Or leadership, and then deciding what they were going to do about it.

51:49 - 51:58

Lori Ashley

And so down below, you can see where they've identified, how good they want to be at the various components, and then which things they were going to tackle first.

51:58 - 52:02

Lori Ashley

And it's really common for people to take on the policy and strategy document.

52:02 - 52:07

Lori Ashley

First, when I worked with the Kentucky Department of Library and Archives.

52:07 - 52:10

Lori Ashley

Basically they had a policy, but they just hadn't really written it down.

52:10 - 52:14

Lori Ashley

And communicating it, so it isn't that you don't have one.

52:15 - 52:19

Lori Ashley

But if it's not transparent and visible to other people, it's hard for them to join in.

52:20 - 52:23

Lori Ashley

This is a gentleman from a Croatian Government Agency.

52:23 - 52:27

Lori Ashley

It's an analog to the US Federal Drug Administration.

52:27 - 52:30

Lori Ashley

When he first took this, his score was 32 or 60.

52:30 - 52:31

Lori Ashley

Which is pretty good.

52:31 - 52:37

Lori Ashley

But then you can see here on the right-hand side, what some of the actions were.

52:37 - 52:55

Lori Ashley

So, for example, archival, storage was to examine possibilities of geographically

disbursing repositories, you know, to do more collaboration, to collaborate with the faculty of the university, to get training out there, to standardized metadata.

52:55 - 53:04

Lori Ashley

So what, wherever you end up on this model, it gives you a chance to say where do we want to be, and then to think about what are the actual items.

53:05 - 53:15

Lori Ashley

So, one of the first users of the model was the City of Toronto in 2010, and this is what their scorecard came out to be, and then this is what they took away.

53:15 - 53:19

Lori Ashley

So, a year 1 and 2, they were going to focus on policy, collaborations, and governance.

53:21 - 53:27

Lori Ashley

They were going to try to boost up their Digital Asset Survey, do some work on that, and be more explicit about designated communities.

53:27 - 53:32

Lori Ashley

So basically, you just sort of create a trajectory of, what do you want to focus on?

53:32 - 53:39

Lori Ashley

And then you can pull together Teams, and, and then take the, take the metric again, and see, how are you doing over time.

53:39 - 53:41

Lori Ashley

And this is the one that I just added.

53:41 - 53:47

Lori Ashley

I found the Norwegian Health Archive took the survey in 20 17.

53:47 - 53:53

Lori Ashley

And then you can see down below what they were going to focus on over 2018, 19, and 20.

53:54 - 53:57

Lori Ashley

And then sometimes people added, how difficult is this?

53:57 - 54:01

Lori Ashley

Yeah, It's not hard to write a policy document, but it's hard to get it implemented.

54:01 - 54:09

Lori Ashley

So some of these things based on your resources or organizational priorities, can come first or or wait.

54:10 - 54:19

Lori Ashley

So the object is you, you have a score, you find out where you are, and as an organization, or as a, as a repository, you decide how good do we need to be.

54:19 - 54:26

Lori Ashley

And in the case of the government publishing office, they decided they need to be as good as possible, which is why they went after the ISO certification.

54:27 - 54:32

Lori Ashley

So this is my personal belief in something that I've been talking about for, it seems like forever.

54:33 - 54:37

Lori Ashley

That it's the digital preservation or the, the care, and managing.

54:37 - 54:43

Lori Ashley

And, and sustainability of electronic records is a life cycle management concern.

54:43 - 54:49

Lori Ashley

And that we should build it into the way we talk to people about taking care of things from capture, use, and maintain.

54:49 - 54:55

Lori Ashley

To disposition, whether that's to another agency to an archive, you know, are we keep it ourselves.

54:56 - 54:59

Lori Ashley

It, it takes a village, right?

54:59 - 55:05

Lori Ashley

It takes the producers to identify what they need, it takes an understanding of who the future users are.

55:05 - 55:13

Lori Ashley

And you can't do electronic records management without technology, and technology is a wily and complex and powerful beast.

55:13 - 55:18

Lori Ashley

So it really does take more than just a records management team, to say, this is important.

55:18 - 55:34

Lori Ashley

And that the reason we built the model was to say, it is possible to take this complex

thing, and to deconstruct it in a way that can bring people into the fold, to talk about it, to advocate for it, to figure out what to do about it and to make progress.

55:35 - 55:38

Lori Ashley

So I'll leave you with some resources.

55:38 - 55:42

Lori Ashley

Library of Congress has a sustainability of digital format document.

55:42 - 55:57

Lori Ashley

The National Archives has a framework where they've identified preferred formats and there's lots of other information about what they're saying about the primacy of electronic records and how we all need to sort of get on board with managing electronic things electronically for their whole lives.

55:57 - 56:02

Lori Ashley

And DFA has a nice real simple model of the levels of digital preservation.

56:02 - 56:06

Lori Ashley

You know what you need to do to know your content, and store your content, and preserve your content.

56:06 - 56:09

Lori Ashley

And then the Digital Preservation Coalition has wonderful resources.

56:09 - 56:14

Lori Ashley

They have a handbook on digital preservation, and then last year, they came out with a rapid assessment model.

56:14 - 56:18

Lori Ashley

So again, you can look at it and say, how well are we doing?

56:18 - 56:18

Lori Ashley

Do we have funding?

56:18 - 56:20

Lori Ashley

Do we have stakeholder support?

56:22 - 56:30

Lori Ashley

These are the three resources that I gave to Mark, that I wrote there, Preserver of Branded, so a brochure on Y DP matters to records Managers.

56:31 - 56:42

Lori Ashley

The central guy, it's pretty new, it's about preserving electronic government records, and then the paper that I wrote for ARMA Canada, which was published this spring, and then my one side on print Erika.

56:43 - 56:50

Lori Ashley

As Perry said, we have a suite of solutions hosted in the cloud or on prem.

56:50 - 57:00

Lori Ashley

But we're coming out soon with a really easy to use started product that anybody can use, and get something stored and preserve within a matter of minutes.

57:00 - 57:02

Lori Ashley

So if you're interested in that, we'll go from there.

57:03 - 57:09

Lori Ashley

And with that, I'll thank you for your time, and just remind you that without

preservation, there can be no future at this.

57:10 - 57:11

Lori Ashley

Feel free to contact me.

57:11 - 57:13

Lori Ashley

Feel free to use the model if you'd like.

57:14 - 57:27

Lori Ashley

I'd love to hear your feedback on this presentation, and if you are on a digital preservation journey, and you need examples of policies and procedures, and in other things, I would be happy to share from my vast collection.

57:27 - 57:29

Lori Ashley

So, with that, I say thank you.

57:31 - 57:32

Mark Conrad

Thank you.

57:34 - 57:35

Mark Conrad

See, Janice is coming on.

57:35 - 57:36

Mark Conrad

Go ahead, Janice.

57:37 - 57:38

Redman, Janice J (janice.redman)

Yes, thank you, Laurie.

57:38 - 57:40

Redman, Janice J (janice.redman)

Are there any questions for Laurie?

57:43 - 57:48

Redman, Janice J (janice.redman)

If you have questions, if there are questions, don't forget to unmute your mic.

57:53 - 57:55

Lori Ashley

Have stunned them all that into silence.

57:55 - 57:56

Lori Ashley

That happens, You know.

57:58 - 57:59

Redman, Janice J (janice.redman)

Yes, it is.

57:59 - 58:04

Redman, Janice J (janice.redman)

You gave us a thorough information, a lot of information.

58:06 - 58:16

Redman, Janice J (janice.redman)

Then, beginning with how fragile of digital information is that the risk of long-term digital information.

58:16 - 58:32

Redman, Janice J (janice.redman)

So my job, which we focus on the risk of just holding on information, period, But then there's also that risk of digital information that can lose its value or become high risk for the company.

58:33 - 58:36

Redman, Janice J (janice.redman)

I liked that you shared your passion with us.

58:36 - 58:37

Lori Ashley

How you.

58:38 - 58:40

Redman, Janice J (janice.redman)

Made your executive decision to make.

58:42 - 58:58

Redman, Janice J (janice.redman)

Digital presentation, Your career, And it lets me make a go to person, a persons, as an expert in the field of digital information, so, or sort of like, I like to use the term guru.

59:00 - 59:04

Redman, Janice J (janice.redman)

I am just, you know, everything else, just share this, a lot of information.

59:04 - 59:08

Redman, Janice J (janice.redman)

I'm glad we had, we do have the capacity to record this.

59:09 - 59:20

Redman, Janice J (janice.redman)

So anyone who wants to share this with their organization, just reach out to me, and we'll be sure to get that information to your mark, but probably put it on our web page.

59:20 - 59:24

Redman, Janice J (janice.redman)

But I don't have any questions.

59:24 - 59:26

Redman, Janice J (janice.redman)

Mark, Did you want to add anything?

59:28 - 59:37

Mark Conrad

I do not have anything to add, other than we might open up, see if there's just any general questions, for ARMA as ARMA in general if there's anything anyone wants to ask.

59:38 - 59:41

Mark Conrad

Before we come to close, looks like steves unmuted himself?

59:42 - 59:44

Steve Elchert

I had one question for, for Lauri.

59:45 - 59:56

Steve Elchert

In your experience with the organizations that are undertaking an evaluation of digital preservation, where do you see that effort centralized?

59:56 - 01:00:05

Steve Elchert

Do you see it in the law organization, in the records, management type of area, IT?

01:00:06 - 01:00:12

Steve Elchert

Can you give us a flavor for, for where that effort is, is concentrated.

01:00:13 - 01:00:16

Lori Ashley

Yeah, and I'm happy to say that I think it's changing over time.

01:00:16 - 01:00:28

Lori Ashley

So, of course, the early adopters and the early strugglers, with digital preservation technology come out of the archival and library community, or the cultural heritage.

01:00:28 - 01:00:34

Lori Ashley

So museums, foundations, that sort of thing over time.

01:00:34 - 01:00:42

Lori Ashley

So it's not uncommon to see there to see the need come out of, say, in government records and archives, right?

01:00:42 - 01:00:47

Lori Ashley

So they're aware of, you know, their film vaults are decaying or you know.

01:00:47 - 01:00:51

Lori Ashley

They've gone for grant money And so usually records and archives.

01:00:51 - 01:00:53

Lori Ashley

So in county government, it can be one of the other.

01:00:53 - 01:00:55

Lori Ashley

Sometimes they're combined functions.

01:00:57 - 01:01:02

Lori Ashley

In state government, we're still seeing it mostly come out from the state archives side.

01:01:03 - 01:01:05

Lori Ashley

In academic institutions, it's.

01:01:15 - 01:01:17

Redman, Janice J (janice.redman)

Did we lose Lorie?

01:01:20 - 01:01:22

Lori Ashley

I'm wondering that She's still showing us.

01:01:22 - 01:01:24

Mark Conrad

Connected, but we're not hearing.

01:01:24 - 01:01:24

Lori Ashley

Anything.

01:01:39 - 01:01:49

Lori Ashley

So, a third party was involved in the process, but, yeah, they took 30 million e-mails from Lotus Notes shut down that application and now, X system to the preservation system.

01:01:49 - 01:01:54

Lori Ashley

So, we do see IT, they sort of get aware, but also compliance officers.

01:01:54 - 01:02:08

Lori Ashley

Now, I spoke recently the law enforcement and their use cases, they have these big video files from body cams and building securities that don't fit very well in the records management applications.

01:02:09 - 01:02:13

Lori Ashley

And they need, you know, transcripts and other sorts of rendering tools.

01:02:13 - 01:02:23

Lori Ashley

So I'm happy to report the world of folks who are seeing the need for this is expanding beyond their traditional archival and library community.

01:02:25 - 01:02:26

Lori Ashley

So thank you for your question.

01:02:27 - 01:02:40

Redman, Janice J (janice.redman)

Lori, we did, I think they may, there may have been some technical difficulties somewhere along the line, You're probably miss maybe half a minute The response, so.

01:02:40 - 01:03:00

Lori Ashley

Oh, OK, So just in summary, typically, libraries, archives, increasingly, workers, managers because they have the, you know, they are looking at long term and and permanent records, and, and seeing where film and paper are not working, but We are, we do see queries from IT.

01:03:00 - 01:03:01

Lori Ashley

Folks who get a requirement.

01:03:01 - 01:03:08

Lori Ashley

For, you know, maybe from a state law that says, This is what you have to do in this format.

01:03:08 - 01:03:09

Lori Ashley

Under.

01:03:09 - 01:03:17

Lori Ashley

These conditions can't be encrypted needs, multiple geographic locations, and then some from compliance, and more recently, from law enforcement.

01:03:19 - 01:03:23

Lori Ashley

So after a long time of, talking about this, it seems to be opening up.

01:03:28 - 01:03:33

Redman, Janice J (janice.redman)

Ok, it doesn't appear to be any more questions for you, Lori.

01:03:33 - 01:03:47

Redman, Janice J (janice.redman)

So, just, for the sake of time, we thank you for taking the time to present to us, and, you know, hopefully, in the future, I'm thinking well.

01:03:48 - 01:03:48

Redman, Janice J (janice.redman)

Heavier.

01:03:48 - 01:04:00

Redman, Janice J (janice.redman)

Again, that's the progress and the digital world, so we definitely appreciate your knowledge, your knowledge base, and your willingness to share with us.

01:04:00 - 01:04:02

Lori Ashley

Well, thank you, Thank you for the opportunity.

01:04:07 - 01:04:10

Redman, Janice J (janice.redman)

Ok, Mark, is there anything you want to add?

01:04:11 - 01:04:17

Redman, Janice J (janice.redman)

I think this probably concludes the presentation component, yeah.

01:04:19 - 01:04:28

Redman, Janice J (janice.redman)

May present, on behalf of ARMA, We thank you for your participation and look forward to our future meetings.

01:04:28 - 01:04:39

Redman, Janice J (janice.redman)

We're not sure what, how our meeting will be conducted for October, but, you know,

once that has been solidified, we will communicate that to everyone.

01:04:42 - 01:04:55

Redman, Janice J (janice.redman)

So with that being said, this concludes our presentation, and for the remaining members, we will go right into our Board meeting, thank you, everyone.

01:04:56 - 01:04:57

Mark Conrad

Car.

01:04:57 - 01:05:02

Mark Conrad

Yeah, I'll keep the goto meeting operational for the Board members.

01:05:02 - 01:05:04

Mark Conrad

Thanks for everyone else participating.

01:05:04 - 01:05:07

Mark Conrad

And everyone, non bore, can leave, and you'll hear from later.

01:05:15 - 01:05:21

Mark Conrad

And Looks like we are to the board members now.

01:05:22 - 01:05:25

Kamal Kapoor

Represent, do you need to turn the recording off markers that.

01:05:25 - 01:05:26

Mark Conrad

Stood out?