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1. Abankwah, R. (2010), "An examination of the e-governance position of selected National Archives in ESARBICA", *ESARBICA Journal: Journal of the Eastern and Southern Africa Regional Branch of the International Council on Archives,* Vol. 29 No. 1.

Annotation: Using a number of case studies, Abankwah examines the role of national archives of several ESARBICA member countries in ICT policies and e-governance programmes. The countries examined include Botswana, Kenya, Mozambique, South Africa, Swaziland, Tanzania, Zambia, Zanzibar, and Zimbabwe. Of these, Botswana, Tanzania, Namibia, South Africa, Mozambique, Zambia, Zanzibar and Zimbabwe have ICT policies. The author argues that an "e-governance adoption strategy" is better in promoting e-governance than ICT policy – only Tanzania has such a policy. Most of the national archives examined did not participate in e-governance initiatives. After Botswana adopted an ICT policy, its archival legislation was changed to include e-records; however, this change does not include guidance on their handling. Kenya's national archive was involved in drafting a national ICT policy, but it was ultimately dissatisfied with how the resulting policy addressed e-records. Swaziland and Tanzania have ICT policies, but no information is available as to whether their national archives participated in their drafting. South Africa's national archive was not involved in drafting that country's ICT policy. However, South Africa's national archive has great deal of computer-based infrastructure and services. South Africa's archival legislation considers e-records. South Africa also has:

- An Electronic Communications and Transactions (ECT) Act (2002). The act "recognizes electronic communications" and considers e-records, digital signatures for authentication, and privacy.

- South Africa's NARS also has Integrated Document/Records Management Solution (IDRMS) for managing emails and websites as e-records.

2. Abuki, Benard J. The role of records management in public service delivery in county governments in Kenya: a case study of Kisii county government headquarters. Diss. University of Nairobi, 2014.

Annotation: This thesis examines records management practice in Kisii county in Kenya. A series of interviews and questionnaires were conducted with staff and management from the following departments: Human Resources Department, Finance and Administration Department, Records Management Department, ICT Department, Land, Housing, Physical and Urban Development Department, Road, Public Works and Transport Department, Cultural, Sports, Youth and Social Services Department, Education Labour and Manpower Development, Agriculture, Livestock, Fisheries and Cooperation Development, Trade and Industry, Finance and Economic Planning and Health Services. The author found that the Kisii office has a draft records management policy that the majority of staff and management were aware of. It had not been implemented at the time of writing. The majority of respondents did not believe that the policy covered e-records; however the author's findings were that the policy does address them in a limited way. No digitization of records is currently underway at Kisii, but the author found that some digitization is planned for the future with help from KNADS. Respondents identified "Lack of automated records management programme" as a top "challenge experienced in managing records at the county's headquarters." Finally, some staff had limited training in e-records management from Kisii University.

3. Afolabi, M. (1993), "Education and Training of Archivists, Manuscript Curators and Records Managers in Africa", Archivaria, Vol. 35, pp. 324-334.

Annotation: The paper begins by discussing the current situation of archival education in Anglophone

regions of Africa. The authors provide information on courses offered on archives at the non-graduate diploma level, under graduate and graduate level there are no doctoral level programmes. There are also no standalone degrees in archival science; instead specializations are offered as part of library and information science programmes. The authors stress the lack of utilization of practicing or retired archivists to supplement teaching in these courses. The authors then focus on discussing six factors essential to the establishment of archives and records management academic-training programmes which include the level of education and training to be offered; admission requirements for candidates; academic department in an institution offering study courses and in the absence of suitable departments the creation of, ideally, separate departments of archives and records management; staff qualifications; teaching resources; curricula at the diploma and master's level. The author lastly calls for the inauguration of a programme for archives and records management which could be spearheaded by those in position to assert political pressure including the national society of archivists, archivists and records managers and professors who teach archives and records management.

4. Ambira, C. and Kemoni, H. (2011), "Records management and risk management at Kenya Commercial Bank Limited, Nairobi", *South African Journal of Information Management,* Vol. 13 No. 1, pp. 1-11.

Annotation: Ambira and Kemoni argue that records management at the Kenya Commercial Bank is in a state of neglect. The Bank has a risk management division that is not involved in records management, while this function is decentralized within the institution which exposes the Bank to risk. This study aimed to identify distinct problems and "propose recommendations to enhance the functions of records and risk management". The study used interviews of bank employees to draw its conclusions, as well as Frank Upward's records continuum model (RCM) and the Government of Canada's Institute for Reference and Materials and Measurements (IRMM) as its theoretical basis. The study found that there was no overall records management programmes within the Kenya Commercial Bank. Some units and departments had individual programmes. Records managers within the bank lacked formal training and there were no documented guidelines on archiving records. Although the bank holds a great deal of vital records from depositors, little more than half of the interviewees reported a vital records management programme in their unit. The study reveals that the bank prioritizes vital records over transactional records. Study respondents were unanimous in a desire for more electronic and computer-based records management systems. The authors recommended an overall records management programme for the bank and central control of this programme; staff training; professional personnel for records management; automation via computerisation; an electronic records management programme; quality assurance and systems audits; integration of new risk management practices with a records management strategy; a vital records management programme; and a disaster management programme. The conclusion includes a proposed records management model incorporating above recommendations to help ameliorate the situation and promote continuous improvement.

5. Ambira, C. (2010), *Records Management and Risk Management at Kenya Commercial Bank Limited, Nairobi Area.* Master's thesis, Moi University.

Annotation: This thesis examines e-records management at the Kenya Commercial Bank). The author notes that no e-records flow in the bank. It has a "Central Processing Centre (CPC)" that manages certain kinds of digital media like CDs and diskettes that are used in bank business processes. However, there is "no documented strategy for managing electronic files". Instead, each department in the bank manages its own e-records. The IT manager interviewed believed any electronic records are authentic and have integrity as departments create and manage their own records. The manager believed it was impossible to lose electronic records, partly because he had never been made aware of any losses. The author argues that the IT manager cannot know if the records have integrity

or are authentic. Part of the reason for this is that there are no internal access controls on the bank's servers. When questioned on this point, the IT manager noted that access controls could be applied, but departments must request them had not received any requests. The author believes these deficiencies expose the bank to risks. There is no plan for digitization of paper records, and the IT manager was unaware of any vital records. Nevertheless, the IT manager was receptive to the implementation of measures to improve the situation, including controlled access, an e-records management programme, and close collaboration between IT, Risk, and Business units regarding records. There are some guidelines for records management at the bank in the operations manual, however its provisions are not always used. Furthermore, it is mainly concerned with retention/disposition of records after audit and is of limited usefulness in guiding records management. The author's recommendations for the bank included a central division to oversee records management, or a division within Risk; procedural manuals for all kinds of records; establishment of ICT infrastructure for e-records; and new technologies for managing e-records.

6. Asogwa, B. E. (2012), "The challenge of managing electronic records in developing countries: Implications for records managers in sub-Saharan Africa", *Records Management Journal*, Vol. 22 No. 3, pp. 198-211.

Annotation: According to the author, sound recordkeeping practices are now increasingly being emphasized and demanded to enhance productivity, performance, transparency and accountability in government. Effective implementation of electronic records management is impeded largely due to legislative barriers. Additional challenges include inadequate ICT skills, corruption, and political instability; poor funding; constantly changing technology; problems of reliability and authenticity. Using regional snapshots, the author states that South Africa is the only African country to have put in place measures to manage, destroy and dispose of e-records through a disposal authority. In Kenya and Malawi, individual departments take responsibility for managing their own records while in Botswana, Kenya and Zimbabwe this mandate is derived through the national archives legislation. The author concludes by proposing the following strategies for organizations: migrate older records to new environment systems; develop, accept, and implement widely accepted global standards for born digital records and digitized archival assets utilizing readily available tools; create educational opportunities for skills training and advocacy strategies.

7. Barata, K., Kutzner, F. J. and Wamukoya, J. (2001), "Records, computers, and resources: A difficult equation for sub-Saharan Africa", Information Management, Vol. 35 No. 1, pp. 34-42.

Annotation: The records management systems in Namibia are much better than many others in the region but there is no capacity to control the receipt and creation of electronic records. The Government recently implemented strategic records management systems countrywide. The archives are mandated to manage all government records regardless of format, however the Archives don't have the capacity to meet this responsibility and no other legislation is in place to govern the handling of electronic records in office. A main obstacle identified is that the management level in the government is made up of politically appointed officials who are not aware of basic records management procedures nor care to learn about them. Records are also lost when staff transition, as they tend to keep records on personal hard drives or delete records from work computer. Records management staff are often untrained and therefore not trusted by managers; trained staff typically leave for other better-paid positions elsewhere. The authors propose that in the next five years the Archives must obtain management support, train staff and create paper copies of all records providing links to computerized versions.

8. Bwalya, Kelvin J., and Stephen M. Mutula. E-Government: Implementation, Adoption and Synthesis in Developing Countries. Vol. 1. Walter de Gruyter GmbH & Co KG, 2014.

Annotation: This book examines e-government worldwide. It has a specific section dealing with e-government in the developing world, particularly in Africa. It discusses implementations in South Africa, Uganda, Burkina Faso, Gabon, Gambia, Mauritius, the Seychelles, Mali, Niger, Botswana, Uganda, Tanzania, Namibia, Nigeria, Kenya, Egypt, Morocco, Zambia, Ghana, and Mozambique. Zambia receives a heavy focus as an example of a country where e-government implementation has failed with reasons in this regard explored in depth. The best implementation of e-government initiatives in Africa are recognized in Mauritius, South Africa, and the Seychelles while Mali and Niger are recognized as having the worst. Botswana, Uganda, Tanzania, Namibia, Nigeria, Kenya, Namibia, Tanzania, Egypt, and Morocco have e-government development plans and/or at least one e-government application in operation. South Africa, Uganda, and Burkina Faso possess e-democracy initiatives centered on interactive Internet sites where citizens can find information about government and in the case of South Africa, can access forms. South Africa also provides a number of other online services. Mauritius has a Contribution Network Project (CNP) where employers can pay taxes electronically. South Africa has e-filling for its revenue service, a cape gateway portal, and a Home Affairs National Information System (HANIS) where citizens can access birth and death registration forms. It also possesses a National Information Infrastructure Backbone (NIIB), a public service network that provides connectivity for e-government applications. Gambia has attempted and failed to introduce e-government multiple times. Detailed information is available on some of these initiatives. These included a Personnel Management Information System, and a Health Management Information System. Zambia has had a computerized HR and payroll system since 2007 – an Integrated Financial Management Information System (IFMIS), a computerized customs system (ASYCUDA), and an Immigration Management System (ZIMS) for electronic passport and visas.

9. Bwalya, Kelvin Joseph, and Stephen M. Mutula. "The Gamut of E-Government Research, Design, and Implementation: Key Issues". Digital Solutions for Contemporary Democracy and Government (2015): 1.

Annotation: This article provides a high level discussion of e-government. It notes that e-government in developing countries has been aimed at improving accountability and fighting corruption. It also notes that many e-government attempts fail due to a combination of poor strategy and leadership; lack of understanding of and limited participation by end users; and unrealistic expectations. Many e-government implementations rely on cloud computing for infrastructure, and many countries in the developing world find the cloud attractive due to limited resources. Finally, e-government initiatives are volatile due to frequent technological changes, and the author concludes that e-government research needs to be multi-disciplinary to be effective.

10. Dwoya, Nashon S. Implementation of a records management programme at The Kenya Electricity Transmission Company Limited. Diss. University Of Nairobi, 2014.

Annotation: This thesis examines records management at the Kenya Electricity Transmission Company (KETRACO), which was created in December 2008 as a state monopoly. It has a records management system though in a limited state of development. The author notes a government plan to automate public sector recordkeeping within five years, a policy that KETRACO would presumably fall under. The author interviewed 50 subjects who completed questionnaires. The author found that KETRACO creates records based on the following functions: "Finance, Personnel, Administrative, Technical and Policy". KETRACO has a registry, but it is decentralized, meaning departments essentially do their own registry work. Four percent of respondents had received training in electronic records management. KETRACO ICT is used in mail management, creation of electronic records, and storage of electronic records per 100% of respondents. The most common ICT is the computer, which is used for word processing, managing cadastral maps, recording incoming and outgoing mail, and creating filing classifications. Regarding challenges to KETRACO, one respondent cited lack of understanding of electronic records. All the respondents wanted to "address problems related to electronic records management" in the future. Scanners were recommended as a tool in an author-proposed centralized registry, and the author recommends staff training in ICT and more use of ICT generally.

11. Erima, J. A. and Wamukoya, J. (2013), "Aligning records management and risk management with business processes: A case study of Moi University in Kenya", *Journal of the South African Society of Archivists,* Vol. 45, pp. 24-38.

Annotation: This article is a case study of Moi University in Kenya and how it manages its records. The authors found that Moi generates electronic (as well as traditional) records in: administrative records; financial records; architectural records; personnel records; medical records; students records; academic reports; council, senate, deans' and other committee records; ICT records; circulars, minutes, notices, internal memos, advertisements, correspondences, statistical records, audit and other reports, research and conference records. The authors found that records management at Moi was generally poor, and that the university does not have an electronic records management programme. They argue for a comprehensive records management programme that includes electronic records. They do note an on-going "records automation" process that they would like the university to prioritize. The authors argue that the central registry, in collaboration with Moi's ICT department, should head the electronic records management programme. Finally, the authors' desired that the organization-wide enterprise records management be integrated with a risk management programme.

12. Gitonga, R. K., Ndirangu, M. and Githeko, J. M. (2013), "The Perception Of The Influence Of ICT Integration On Quality Of Students' Records Management In Kenyan Universities", *International Journal of Innovative Research and Development,* Vol. 2 No. 5.

Annotation: This study examines the perception of ICT (Information and communications technology) on students' records in the Nairobi metropolitan from the perspective of students and lecturers. The authors' found the perception overwhelmingly positive from both perspectives.

13. Keakopa, M. S. (2002), "Automated records management systems in the ESARBICA region", ESARBICA Journal, Vol. 21, pp. 41-48.

Annotation: Most ESARBICA countries have not utilized the ICTs they have with the exception of South Africa, which has in place tools to develop and formalize electronic recordkeeping systems; the Umgeni Water project is a leading example. The author references models in place outside of Africa, primarily in Australia, for example, Designing and Implementing Recordkeeping Systems (DIRKS) in New South Wales and the Victorian Electronic Records Strategy in Australia. ESARBICA needs metadata standards for recordkeeping, practical tools and standards for training and to exploit links with partners such as as International Federation of Library Associations and Institutions *(*IFLA), the United Nations Educational, Scientific and Cultural Organisation (UNESCO) and the International Council on Archives (ICA). Most importantly, electronic records programmes have to be made core functions of the national archives with supporting legislation in place. The strength of this article is in the author's exploration of the ethical issues archivists face in the implementation of information technology in regard to issues such as the right of access to information, individual privacy, intellectual property rights, standardization, accessibility and security and relevant training. The author also highlights the impact of political interference in records and archives and cultural considerations.

14. Keakopa, S. M. (2010), "Overview of archival and records management developments in the ESARBICA region", *Archives and Manuscripts,* Vol. 38 No. 1, pp. 51-77.

Annotation: This article examines the history and current activities of ESARBICA. The author discusses many of the problems that other authors have identified, including difficulties in staffing and training for

archives, as well as outdated legislation. The author notes that South Africa has legislation that now addresses electronic records, with Botswana having made an attempt. Tanzania and Uganda also have new legislation, but no information is offered regarding quality. Regarding electronic records, the author notes that South Africa's national archives has a limited collaboration with the South African Information Technology Agency (SITA) that has resulted in an e-procurement system. Botswana has instituted a Total Records and Information Management (TRIM)based National Archive and Records Management System (NARMS) in 2009, which aims to foster e-records management and archiving in government ministries. The status of this project is in doubt, as many problems are reported. Similarly, South Africa possesses a TRIM-based Independent Communications Authority of South Africa (ICASA). However, this possesses many of the same problems as Botswana's initiative. Some government entities in Botswana have implemented electronic document and records management systems (EDRMS), but no details are offered about these. Kenya's national archive has computerized some ministry records and has procedures for e-appraisal and disposal.

15. Keakopa, S. M. (2010b), "Overview of archival and records management developments in the ESARBICA region", Archives and Manuscripts, Vol. 38 No. 1, pp. 51-77.

Annotation: The author begins by discussing the origin of ESARBICA, its objectives, and a brief historical survey of developments in the region. Challenges and progress are demonstrated in these main areas that stem from the colonial era: oral traditions programmes to supplement colonial records (e.g. Oral Traditions Association of Botswana); repatriation of migrated archives, those records that were originally created and maintained by colonial administrators in Africa but were moved out of the continent at the end of the colonial period (e.g. Kenya, Botswana); backlogs of unprocessed records in registries; human resource development, training and staff retention; archival legislation including access to information; preservation, digitization and conservation issues including of e-records; outreach programmes and marketing strategies; establishment of integrated records management programs. To help cope with the challenges faced by archivists and records managers in the region, the article argues that strengthened archival leadership, and forming partnership with stakeholders, would be a step in the right direction. The article concludes by proposing that the region needs coordinated efforts and detailed research to find better solutions and inform regional policies in archival and records management developments.

16. Kemoni, H. N., Ngulube, P. and Stilwell, C. (2007), "Public Records and Archives as Tools for Good Governance: Reflections within the Recordkeeping Scholarly and Practitioner Communities", ESARBICA Journal: Journal of the Eastern and Southern Africa Regional Branch of the International Council on Archives, Vol. 26 No. 1, pp. 3-18.

Annotation: The authors begin by presenting examples from around the world of the use of records as documentary evidence to promote transparency for example, in a government related corruption court case in Kenya, during South Africa's anti-apartheid struggle, among others. They then focus on the use of archives as tools for facilitating governance and human rights, again using global examples. The authors draw on studies by the International Records Management Trust (IRMT) which shows that efficient records management provides poverty reduction, accountability and effective management of state resources, rights protection, anti-corruption strategies and services to citizens. The authors conclude that for good record systems to exist, archivists and records managers need to work in close collaboration.

17. Kemoni, H. and Ngulube, P. (2008), "Relationship between records management, public service delivery and the attainment of the United Nations Millennium Development Goals in Kenya", *Information*

Development, Vol. 24 No. 4, pp. 296-306.

Annotation: The article is a literature review and discusses recordkeeping and the Millennium Development Goals (MDGs) for Africa in Kenya. The article identifies a policy of land repossession by the governing party, the National Rainbow Alliance Coalition, beginning in 2002. This policy was stymied by poor recordkeeping. The failure of recordkeeping to support this policy led to an outcry that included government officials and members of the National Archives and Documentation Service (KNADS). Circulars were published which linked poor recordkeeping and a deleterious impact on public service delivery. The circulars attempted to encourage public officers to consult KNADS on recordkeeping. Supporting these circulars was a press release by the permanent Secretary of the Office of the Vide-President and Ministry of Home Affairs that requested the public and officials to file formal complaints with KNADS if they encountered a similar poor recordkeeping event. In 2003, the government of Kenya created a Task Force on poor recordkeeping. The rest of the paper brings up several key points including:

- A weak public service in Kenya
- The introduction of e-government in Kenya as a method to improve public service.

The Kenyan government has made some moves to ameliorate the problem of poor recordkeeping, including establishing a Public-Sector Reform and Development Secretariat and the Kaizen Institute Project. Both involved streamlining workplace activity. KNADS was involved to provide archival experience. In general, the article argues that good recordkeeping practices form the basis for good public service.

18. Kemoni, H. N. (2007), *Records Management Practices and Public Service Delivery in Kenya.* PhD thesis, University of KwaZulu-Natal.

Annotation: This thesis includes a section on electronic records in Kenya, specifically in the government registry system and in the Kenya National Archives and Documentation Service (KNADS). The author found the computers available to KNADS were used for tasks related to records management rather than for actually managing or creating electronic records. Within the author's survey of registry employees, the author found that more than half of survey respondents did not have a computer at their registry. Of those with computers, 12.7% said all were connected to a local area network. About 8.3% of registry respondents "used computers to create electronic records". Records created were "emails, databases, spreadsheets, and word-processed documents". Information captured when creating these records consisted of content, context, and structure. PC hard drives were the most common storage medium, with floppy diskettes next. There were no standard methods for labelling storage media. Passwords and login-ins were identified as the security method. Registries had no procedures for appraising electronic records. Respondents did not perform appraisal. The disposal procedure involved deleting information. The preservation procedure in registries was printing out records on paper. Challenges faced by registries included preservation, security, lack of computer skills by respondents and users, and lack of policy. KNADS provides no expertise to registries. No KNADS plan for management of public sector electronic records exists. Most cited challenges in managing electronic records by KNADS were inadequate staff and inadequate IT training. Survey respondents generally desired more computerization. The author argued for a KNADS survey to establish the volume of electronic records in the public service. The author also notes the existence of a Presidential task force to improve registry performance and investigate electronic records management.

19. Kemoni, H. N. (2009), "Management of Electronic Records - Review of Empirical Studies from the Eastern, Southern Africa Regional Branch of the International Council on Archives (ESARBICA) region", *Records Management Journal,* Vol. 19 No. 3, pp. 190-203.

Annotation: This article is a literature review that focuses on South Africa, Lesotho, Botswana, Namibia, and Kenya. In general, the ESARBICA region is unready for e-records. Poor policy, infrastructure, legislation, and training affect readiness. The region's national archives are not prepared to extend their work to e-records. The exception is South Africa, whose national archive has plans for public and private electronic records. The national archive of South Africa also collaborates with the State Information Technology Agency (SITA) to create standards and specifications regarding electronic records management in public bodies. Lesotho's national archive attempts to manage its e-records, but with little success. No legislation, written policies, strategies, or guidelines currently govern its e-records practice. Tanzania and Mozambique are the only ESARBICA countries with an ICT policy. South Africa, Tanzania, Zanzibar and Swaziland address e-records in their archival legislation. Botswana's national archive is working to establish policies and procedures for e-records, but it otherwise not managing them. Namibia has no plans and no current e-records management practice. Kenya's national archive has not performed a survey to establish the volume of e-records in the public service. Only South Africa and Kenya are currently treating e-records in a methodical way.

20. Lemieux, Victoria L. "One Step Forward, Two Steps Backward?" (2015).

Annotation: The main argument of this paper is that ICT adoption has been a net negative for many countries concerning their records management programmes. The impacts of these problems have been in government transparency and accountability. The article surveys a variety of research that shows the complicated relationship of ICTs and records management, especially in African countries. Lack of digital records policies and legislation and decentralization of records management in governments are brought up as problems. The author notes three International Records Management Trust (IRMT) projects that attempted to provide tools to developing countries to improve their electronic records management capabilities; the "evidence based government project" of 2002-2004, which resulted in the "Records Management Capacity Assessment System (RMCAS) and the E-Records Readiness Tool;" the "trust and transparency in government" project of 2006-2008; and the "reliable evidence for ICT / e-Government and freedom of information (FOI) in East Africa" in 2010-2011 that found that records management was not being integrated with FOI initiatives. The major barriers the article identifies to effective e-records management in developing countries are a lack of legislative and policy frameworks, as well as a lack of resources. Furthermore, the author notes that records management suffers from encroachment of IT and ICT into areas formerly managed by the records management and archival professionals. In the IT and ICT world, records managers are seen as non-technical. In governments, records managment is often split between the national archive and some kind of IT ministry. Estonia is given as an example, even though its records management programmes are recognized as excellent.

21. Lowry, J. (2013a), "Correlations between ICT and Records Policy Integration and Court Case Management System Functionality: East African Case studies", *Records Management Journal,* Vol. 23 No. 1, pp. 51-60.

Annotation: This article is a summary of case studies from 2009-2011 based on the International Records Management Trust (IRMT) research project titled "Aligning Records Management with ICT/E-government and Freedom of Information (FOI) in East Africa". The project aimed to understand the integration of records management into ICT/e-government and FOI initiatives in the East African Community and specifically examined court case management systems. The Kenyan case study was hampered by inaccessibility of Kenyan courts. Instead, a Mr. John Mreria and the staff of the Kenya National Archives and Documentation Service (KNADS) gathered the material indirectly "during routine inspections of the Court of Appeal". Regarding ICT in the judiciary, Kenya has a Judicial Information Communication Technology (JICT) Committee that has been active since 2008. It is involved in the "digitisation of court records, the creation of a case management system, the development of communication infrastructure, the acquisition

of hardware and software, and the development of tele-presence court systems" The status of the digitisation project since 2010 is unknown. In October 2010, the digitization firm had "scanned 5 million pages of the 30 million targeted pages". The Kenyan Judiciary currently has an ICT Policy and Strategic Plan, launched in October 2010. The aim of this plan is to fully automate court processes and administrative functions. Regarding records management, Kenya's judiciary is divided into a technical unit and an administrative unit. Archivists are employed in the administrative unit. However, there is no overall records policy within the judiciary, except the Records Disposal Act, which does not apply to Court of Appeal records. Regarding the integration of records management functionality in case management systems, Kenya is pursuing automation. However, the committee responsible includes no archives professionals. The plans were not available to the authors, so no evaluation of their state can be made.

22. Lowry, J. (2013b), "Freedom of information and government records in Kenya, Uganda and Tanzania", *Archives and Manuscripts,* Vol. 41 No. 1, pp. 23-32.

Annotation: The Kenya Freedom of Information (FOI) Bill 2007 (and later 2012) mandated an FOI commission and records management systems for Kenyan ministries, departments, and agencies (MDAs). At the time of writing this article, this bill had not been enacted. The bill provided three years for compliance, wherein every MDA would be required to move its record production to a computer-based system, ostensibly for FOI reasons. This has led to pushback from Kenyan public authorities, which believe this will be very difficult. Lowry believes, firstly, that computerisation will not necessarily aid in providing effective FOI, and secondly believes that the Kenyan National Archives and Documentation Service (KNADS) should be empowered to set standards and guidelines regarding FOI. In Kenya, access to records is restricted until 30 years after closure, even though the Kenyan Constitution guarantees Kenyans access to information. The Kenya FOI Bill also moves responsibilities formerly belonging to KNADS to the new FOI Commission. Lowry believes this will cause a split in Kenyan records management. Lowry desires an oversight body that will harmonise records management. The paper includes a regulatory framework for the management of records with specific practices. Kenya has none of these practices in place except one: "A scheme of service exists for staff responsible for managing records in digital or paper form, from creation to disposition. The scheme of service spans government and ranges from clerical to management positions".

Lowry notes that the Kenyan Bill would provide for an ombudsman with the power to examine and prescribe systems and procedures for records management in MDAs. However, he points out that "there was little evidence that the implementation of the laws will consider the completeness, accuracy and accessibility of government records in all formats".

23. Lusuli, A. L., and G. Rotich. "Challenges affecting public procurement records management practice in public entities in Kenya: A case of the National Treasury". International Journal of Social Sciences and Entrepreneurship 1.10 (2014): 120-144.

Annotation: This study examined the intersection of records management and public procurement in Kenya. It surveyed 80 officials at the National Treasury, including professionals in procurement, records management, ICT, finance, and human resources. Slightly more than half of the respondents indicated that "modern technology" was not used in managing procurement records. "Complicated technology" and "low technological knowledge" lead to poor records management, according to the majority of survey respondents.

24. Makau, James A. Factors influencing management of case backlog in judiciary in Kenya: a case of courts

within Meru and Tharaka Nithi counties. Diss. University of Nairobi, 2014.

Annotation: The author examines problems in the Kenyan judiciary regarding long case backlogs. The judiciary regularly loses files, which exacerbates the backlog. In the literature review, the author aligns himself with other authors who believe that ICT will ameliorate these problems and improve case backlogs and access to justice. The author surveyed 200 judiciary staff from three divisions (management, middle level, and frontline) using questionnaires. The author found that 59.6% of respondents thought that the lack of ICT in courts had an effect on the case backlog. About 61.5% of judiciary staff thought that staff competence with ICT was low. About 86.6% of respondents wanted more training on ICT for staff. On page 46, the thesis appears to show that ICT is NOT used by a majority of respondents, but the author states the opposite – this point remains unresolved. More than half of the respondents, 75%, agreed that poor records control systems contributed to the backlog. A maximum of 88.4% of the respondents felt that ICT could have a positive impact on improving case backlogs. A total of 86.5% felt that automation of courts would enhance public confidence. Another 88.5% felt that ICT can speed trials. A total of 94.3% felt that "ICT on data processing and archiving information" could help manage case backlogs. At least 88.5% felt that ICT could help transparency while 55.8% felt that automation of courts could influence the backlog. However, when asked to state whether automation was currently helping to ameliorate the backlog, the respondents were almost evenly split.

25. Marquette, H. and Doig, A. (2004), "Drilling down to the detail: A case study into anti-corruption project records and record-keeping", *Crime, law and social change,* Vol. 41 No. 1, pp. 1-14.

Annotation: This article examined record-keeping practices within humanitarian donor organizations. The authors found that public service reform in developing countries has been linked by some authors to improved recordkeeping, not vice versa. Many countries in Africa have been the recipients of multiple donor initiatives in attempting to improve public services. The article argues that recordkeeping of anti-corruption initiatives by donors like the European Union is terrible and as a result there is no way to evaluate the effectiveness of projects. However, this article did not have any information explicitly addressing electronic records.

26. Maseh, E. (2015a), "Managing Court Records in Kenya", *African Journal of Library, Archives & Information Science,* Vol. 25 No. 1.

Annotation: The Kenyan judiciary experiences significant case backlogs due to poor recordkeeping practices. Poor records management practices in the judiciary lowers public trust in the administration of justice. The Kenyan judiciary has introduced electronic case management, integrated document management, and audio-visual recording tools in an attempt to address this problem. However, there are not enough senior records management professionals in Kenya to guide policy processes that might aid the situation. Furthermore, the existing Kenya records policy is almost solely devoted to the management of paper records. The author argues that the adoption of the Australian records continuum (RC) model in the Kenyan judiciary will help to address the issues described above. Professionals also need to engage with records management literature to stay in touch with current trends and new ideas. The author points to the results of a study showing that most Kenyan records professionals are self trained to support the need for further education and training. The author also argues that the Kenyan judiciary must create a records management policy incorporating standards and best practices for records management professionals to follow. This policy should find its basis in ISO 15489-1. The author argues that records management roles within the judiciary require clear definitions of responsibility and accountability, and that records themselves must meet the quality standards laid out in ISO 15489-1, which will also aid the judiciary in using its electronic case management system. The management of records must also conform

to ISO 15489-1, allowing records to be preserved, accessed, and disposed of as appropriate. Correct management will ensure the integrity of records.

27. Maseh, E. (2015b), *Records Management Readiness for Open Government in the Kenyan Judiciary.* PhD thesis, University of KwaZulu-Natal.

Annotation: This PhD thesis represents the material from which Maseh's article "Managing Court Records in Kenya" was crafted. Electronic records are admissible as evidence in Kenya. The Kenyan Open Data Initiative (KODI) was launched in 2011 to provide citizens with information about government. This was followed in 2012 with the "Judiciary Transformation Framework" that aimed to engage the public with the judiciary. Kenya has corruption problems that explain the government's recalcitrance to pass freedom of information legislation. However, the Kenyan Bill of Rights and the Constitution oblige the state to provide for citizen access to information. Within Kenyan court registries, there exists some computerized retrieval of paper records and file tracking. The author's survey of professionals in the judiciary found that 87% worked with paper records only, with 13% working with e-records and having an ERMS. One enterprise records management system instance was implemented with funds from a The United States Agency for International Development (USAID) donation. A single magistrate court in capital Nairobi had created its own computer catalogue of files. The professionals surveyed believed that ERMS was needed widely to ameliorate registry storage problems. Although case backlogs are sometimes associated with poor records management, the author's survey found that 95% of respondents felt that staffing was the primary problem, with poor records management at 37%. The author found that there was confusion within the registry as to whether an e-records management policy existed. Registrars surveyed believed Kenya was ready for e-government and had the necessary infrastructure. Finally, the author notes five judiciary records management plans between 2012 and 2016, all centered on computerizing registries. These plans included ERMS; an integrated document management system; audio visual recording and transcription of court proceedings; e-judiciary framework using ICT to digitize court records; an SMS inquiry system for the public; and teleconferencing. The author notes that nothing in this plan aims to improve the records management policy explicitly.

28. Mazikana, P. (1997), "Africa", in Courrier, Y. (Ed.) *World Information Report*, UNESCO, Paris, pp. 144-154.

Annotation: Computers and information technology are first mentioned in the section dealing with private records in Africa. However, these are not connected explicitly with recordkeeping but instead as signs of economic liberalization. In the section on education, the author notes that African archival education is beginning to place a heavy emphasis on automation, without explaining exactly what the term means. Most of the relevant content occurs in a section called "Impact of Information Technologies on Archives." The author notes the increasing importance of fax machines and word-processing. The author provides 1996 figures for the use of personal computers in the government of two countries: South African at 100% and Kenya at 50%. The use of emails in government was reported to be 30% in South Africa, and 5% for "internet" use in Mauritius. The author notes that Namibia, South Africa, and Zimbabwe all had some kind of e-records programme but does not elaborate. Importantly, the author states that South Africa began an "automation" programme in 1974 and in 1996, possessed a database of 6 million records. The author concludes by stating the African countries were generally not embracing the opportunities of new technologies.

29. Mazikana, P. (1998), "Records Management Training in Sub-Saharan Africa", Records Management Journal, Vol. 8 No. 3, pp. 77-83.

Annotation: This article has two components. The first is a survey of professional practice regarding records management in sub-Saharan Africa. Records management has a weak professional presence, whereas archivists have a stronger representation. Many public and private sector employees who do records management work in registries. Records management in the private sector is generally weak. South Africa has the most developed records management profession. Dedicated training facilities exist in several countries, including South Africa, Kenya, Botswana, and Zimbabwe. The second part of the article describes the activities of a Zimbabwean records management consultancy called TechTop. Besides providing general records management consulting, they also advise on electronic recordkeeping issues. One service they provide is helping organizations to determine if they should move to electronic records management, and if so, how to achieve this. The author of this article, Peter Mazikana, is the founder of TechTop.

30. Mazikana, P. (2009), "A missed opportunity: archival institutions and public sector reforms", *ESARBICA Journal,* Vol. 28, pp. 36-51.

Annotation: Mazikana's argument is that public and civil service reforms in Africa were not effectively linked to records management. A wave of public service reforms swept through east Africa between 1990 and 2011. The author lists the following:

- Kenya: Civil Service Reform Programme (1992) and Public Service Reform Programme (2001).
- Tanzania: Civil Service Reform Programme (1990s) and Public Service Reform Programme (2001-2011).
- Uganda: Civil Service Reform Programme (1991-1997) and Public Service Reform Strategy (1997)
- Zimbabwe: Civil Service Reform Programme (1990).
- Mozambique: Public Sector Reform (2001-2011).
- Malawi: Public Sector Reform Management Programme.

The reforms were generally in the following areas: financial management, human resource management, decentralisation, privatisation and outsourcing. The author notes two kinds of systems that were often created as part of the reforms: Integrated Financial Management Information Systems (IFMIS), and Human Resource Management Information Systems (HRMIS). The former is not explicitly stated to produce e-records, and does mention paper records, while the latter consists of databases drawing on a variety of paper records that often produce very incomplete data. Many of the programmes instituted, like the two described above, involve a decentralization of power within an organization. The author then pivots to discussing the archival profession. The author states that IT specialists are incapable of managing and preserving e-records, but archivists are currently unable to do so either because they were unable to: (1) Take part in the reform process, either out of ignorance or inability to keep up with the pace, (2) Failed to provide relevant services to corporations, (3) Held a conservative professional outlook focused on heritage, (4) Held a narrow view of their own mandates, (5) Focused on registries, and (6) Were poorly trained. Mazikana concludes that it is not too late for these countries to take advantage of the opportunities offered by public and civil service reform.

31. Mnjama, N. M. (1993), "Archives and Records Management in Africa", *Information Development,* Vol. 9 No. 1-2, pp. 83-86.

Annotation: The article explores the current state of affairs in the archival sphere in the eastern and southern African region. The study examines the development of archival services in the Eastern and Southern African Branch of the International Council on Archives (ESARBICA), including the study of countries such as Botswana, Kenya, Lesotho, Malawi, Namibia, Zimbabwe, Mozambique, Swaziland, Seychelles, Tanzania and South Africa through questionnaires and literature reviews. Common

challenges identified were the inability for researchers to use archival information, inadequate funding aids, outdated archival legislation and acts, lack of professional archivists, lack of technological and archival training schools, poor systems of arrangement and description, understaffing of repositories, poor infrastructure, and inadequate retrieval tools (pp. 458-459). Other challenges include a lack of readiness to gain control of electronic and audio-visual records and the general management of human resources as many trained professionals go on to pursue private sector employment. Many records of interest also are held overseas by colonizing countries and even gaining copies has been slow if not denied. Mnjama suggests the way to move forward is to reassess the roles of the national archives by placing them in ministries with ministerial power in order to become more visible. Mnjama also suggests the need for archival institutions to "re-invent themselves" (p. 468) into information management institutions that are needed for current operations, to amend archival legislation, to get involved with local communities, and to finally develop better relations throughout professional associations and ESARBICA member states in order to foster regulations and support.

32. Mnjama, N. M. (1994b), "Records Management at the Kenya Railways Corporation", *Information Development,* Vol. 10 No. 3, pp. 208-214.

Annotation: The Kenya Railways Corporation, at the time of writing, had poor records management. Several previous studies were completed or initiated by outside organisations regarding the Corporation's records. The author completed one himself and noted the major difference in recordkeeping practice between the Corporation's offices in different cities. The author identified a number of deficiencies related to records creation. The registry system that the Corporation used for paper mail resulted in delays of several days between the receipt of mail and the mail being set before the relevant person or department. A poor classification system also hampered recordkeeping. Indexing was noted as extremely poor. Workflow within registry offices was identified as poor. Misfiling was also a problem, although the author notes that file labelling within the Corporation was exemplary. The author identified a number of deficiencies related to current records. These included file loss, file tracking (performed solely by employee memory), and no re-submit/bring forward system within the registries. For non-current records, the author identified inadequate storage facilities and policies as the major problem. Although retention schedules existed, they were both out-dated and not followed by the staff. Staff were not trained in records management. The author argues that the administrative reform programme that was underway within the Corporation at the time of writing required a robust records management programme to address the identified deficiencies.

33. Mnjama, N. (2001), "The Management and Preservation of Personnel Records in ESARBICA Members States", Records Management Journal, Vol. 11 No. 2, pp. 111-120.

Annotation: The author states that professional literature on archives and records management pays little attention to the subject of managing personnel records (most are paper-based) despite the fact that these records take up significant physical space in public offices and contain rich statistical and administrative data. While most African countries have introduced aspects of automation into the personnel function, most personnel records do not have well-developed retention periods, which increases their growth. Most archives will not accession personal records due to their physical scope nor do they have the regulations and guidelines to manage personnel records. Using survey results, the author discusses the type of details included in employee files, from general to sensitive and confidential. The author then outlines factors determining the selection and preservation of personnel records per country, including the level of sensitivity, varying retention periods and seniority levels of staff. Regarding freedom of information, the author asserts that employees will increasingly demand

both access to their personal records and government rational for collecting personal information. Employers will need to be equipped to deal with requests for records in a timely manner and ensure that records are accurate and adequately protected.

34. Mnjama, N. (2003), "Archives and Records Management in Kenya: Problems and Prospects", *Records Management Journal,* Vol. 13 No. 2, pp. 91-101.

Annotation: The proliferation of non-archival functions of the Kenya National Archives during the tenure of Dr. Maina Kagombe in the 1970s impaired the Archives' ability to perform key records management functions. A report by the United Nations Educational, Scientific and Cultural Organisation (UNESCO) consultant John Walford, found that the Kenya National Archives was failing in its duties. As a result of this report, Kagombe was let go. The author finds a golden lining in Kagombe's actions. He argues that many of the functions initiated during Kagombe's tenure made the archives more accessible. The author identifies the implementation of ICTs over traditional paper-based records management systems as one of the key problems facing Kenyan records management. One major problem facing Kenyan records management is that although the Kenya Public Archives and Documentation Service Act of 1965 assigns responsibility for public records to the Director of the National Archives, it does not specify at what point in the records lifecycle the Director may take responsibility. The author also argues that there is a disconnect between the Archives Act of 1965, under which the archive operates, and its true activities. Electronic records are being actively created in Kenya, yet there have been no countrywide surveys to understand how they are managed. Systems for creating electronic records have not been adequately integrated into the existing paper-based registry system. Furthermore, the lack of electronic records experience among archives and registry staff compounds the problem. Kenyans who have these skills often leave the public sector for the private sector. Overall, there is no system for managing electronic records. As a result, paper-based systems are neglected, and the introduction of electronic tools for records management is incorrectly viewed as a solution.

35. Mnjama, N. (2005), "Archival Landscape in Eastern and Southern Africa", *Library Management,* Vol. 26 No. 8/9, pp. 457-470.

Annotation: Mnjama provides an overview of the challenges presented for records management in Africa and describes the risk. Historically, records management has received little attention to the deficit of archival institutions and the archival profession. Mnjama identified that the lack of funds and trained personnel are often cited as the main cause for challenges but argues the lack of comprehensive archival legislation is more important to address. Mnjama also highlights that the lack of physical and foundational infrastructure, inadequate training, attitudes, and standardization as major challenges to overcome. Some solutions include the need for top management (and government) support, amendment to archival legislation, more selective and rigorous staff training and employment, and development of more tools and techniques to allow for the standardization of classification systems.

36. Mnjama, N. and Wamukoya, J. (2007), "E-government and Records Management: An Assessment Tool for E-records Readiness in Government", *The Electronic Library,* Vol. 25 No. 3, pp. 274-284.

Annotation: This paper provides an outline for governments to check their readiness for e-records management. It opens with a general introduction to the concepts of e-government, ICTs, and some of the challenges of e-records. The authors argue that the success of ICT/e-government initiatives in Africa is often dependent on the existing state of paper records management. Poor paper records management leads to poor ICT systems integration and poor e-records systems. Furthermore, "laws,

policies, systems, standards, and procedures for managing e-records" are not common in Africa, and an ICT policy alone does not address these. Trained personnel and adequate resources are also uncommon. Comprehensive records management programmes within African governments are lacking. These programmes encompass policies, procedures, personnel, facilities, and the like. Finally, e-record preservation is a major challenge. Audit trails must be available for e-records to ensure integrity, security, authenticity, and accessibility.

37. Mnjama, N. (2008), "Access to records and archives in Kenya", *African Research & Documentation,* No. 106, p. 59.

Annotation: Kenyan archival legislation does not help provide public access to archives. A significant body of legislation hinders access to information generally. The author argues that public access to records is also hindered by the former colonial government's disinterest in providing public access, an attitude that continues. Kenya's Public Archives Act requires documents to be made available to the public after 30 years. However, many ministries have difficulty with compliance. Furthermore, records relevant to national security can be closed for 50 or 55 years (the paper is not clear here), and the author believes that in one case known as "Legal Notice No. 65 The Public Archives and Documentation (Public Access to Public Archives) Order, 2002", records were closed to protect corrupt officials. The author notes that although there is no legislation to this effect, the Kenyan National Archives restricts access to people over 18. The author also points out that Kenya still has an Official Secrets Act, a holdover from the colonial period. The author quotes the Kenya Times of 2007, where the paper argues that this act furthers corruption by allowing officials to declare records confidential at will. Kenyans do have the legal right to access registries after the payment of a fee. The author argues this is a limited framework for public access to certain records. An e-government system exists in Kenya. At the article's writing, there was no way for the public to access records generated within the e-government system. In 2007 Kenya drafted a freedom of information policy. The implications of this policy were unclear at the time of writing. More concrete problems identified included: Missing and misfiled information at the National Archive; lack of reading rooms at National Archives locations other than Nairobi; and better arrangement and finding aids are required.

38. Moemi, C. (2015), "Influence of Records Management on Service Delivery in the Public Sector in Kenya: A case of Lands Department, Ministry of Lands, Housing and Urban Development", *Strategic Journal of Business & Change Management,* Vol. 2 No. 2.

Annotation: The author conducted a survey aimed at every employee (231 in total) in the Department of Lands, Housing and Urban Development in Kenya along with 1000 members of the public. This resulted in 371 respondents, or 30% of the target. The purpose of the survey was to determine the influence of record management processes on service delivery in the public sector, and the extent to which records control influence service delivery in the public sector. The survey found that although electronic records management exists in the department, most records management is performed manually. The study also found that the processes involved in records management are not regularly audited for compliance. The authors recommend the creation of an audit programme.

39. Moturi, Christopher, Rahab Mburu, and Njeri Ngaruiya. "A Case for Judicial Data Warehousing and Data Mining in Kenya". American Journal of Computing Research Repository 4.1 (2016): 7-14.

Annotation: This paper provides an in-depth look at how a data warehouse for the Kenyan judiciary might be created using the Extract, Transform and Load (ETL) process. This is a technical document, and not written

from a records management perspective. The proposed database would help facilitate quick access to justice in Kenya. Data would be pulled from the Court Management System (CMS), Judicial Help Desk (JHD), Integrated Financial Information System (IFMIS) and flat files. The database would be part of the court registry system. Much of the work in the registry, and thus much of the work that would go into the database, is reliant on word-processing and is very error prone. Furthermore, the author notes that the data to be used in the warehouse would often be moved by email, which is a possible record management problem. Finally, the article addresses issues like reliability and authentication as purely security issues and not in an in-depth way, with no reference to records management principles. Further analysis of this plan is required from a records management perspective.

40. Mutimba, Collins Juma. Implementation of electronic document and records management system in the public sector: a case study of the Ministry of Higher Education Science and Technology. Diss. University of Nairobi, 2014.

Annotation: This thesis investigated an Electronic document and records management system (EDRMS) implementation at the Kenya Ministry of Higher Education, Science, and Technology (MoHEST). The ministry has suffered from complaints of slow service and lost files. These have persisted even with an EDRMS implementation. The author interviewed 52 MoHEST employees – records managers, clerical officers, IT staff, and heads of departments. A total of 59% of respondents were not aware of a records management policy while 83% stated that they had been trained in records management. They further specified whether this training was for paper records (28%) or e-records (22%). A total of 80% had received training in the use of the EDRMS while 84.4% had used the systems for less than a year. It was later revealed that the EDRMS implementation had failed and was no longer being actively used. About 83% of respondents said they had been trained on EDRMS "to a small extent." The author identified good training as key in adoption and use of an EDRMS. Of the total respondents 73% said they understood the importance of EDRMS "to a small extent," meaning that the majority of respondents did not believe the EDRMS was important while 76% did not prefer using the EDRMS, showing low staff confidence in it as a solution. However, 70% also said that they were "more or less satisfied" with the EDRMS; 26% were unsatisfied. The author identified the two largest challenges to an EDRMS implementation as "resistance to change" and "technical expertise" on the part of staff. In the course of using the EDRMS, 98% of respondents noted it took more than a week for any problems to by resolved. Curiously, considering their rejection of and seemingly unhappy experience with EDRMS, 85% said that EDRMS should be implemented in other ministries. The author concluded by noting that user's needs analysis is critical in a good EDRMS implementation, as is training and available documentation, among others.

41. Mutula, S. and Wamukoya, J. M. "Public sector information management in east and southern Africa: Implications for FOI, democracy and integrity in government", *International Journal of Information Management,* Vol. 29 No. 5 (2009): pp. 333-341.

Annotation: This article examines records management as an essential function for government efficiency and fiduciary trust, as well as aims to pinpoint the implications of its failure in regard to democracy. It is a government responsibility to ensure adequate capture, organization, maintenance, and use of information in order to promote security, efficiency, and productivity in a democratic society. Good governance must encompass transparency, accountability, political legitimacy, and prioritize public interest and therefore must strive for planned citizen participation and service delivery systems. Benefits of sound records management include the mitigation of risks and an enhancement of accountability and transparency. In east and southern Africa, dysfunctional records management undermines progress and

steps taken toward public-sector reforms. Freedom of Information (FOI) legislation relies on effective records management to enforce government accountability and transparency. Enacting FOI legislation also helps to give a reasonable reference point for information retrieval, basic citizen rights, government responsibility and obligation. Challenges such as infrastructure creation and maintenance, ability to capture and control electronic records, inability to provide guidance, staff competencies and skills, and the lack of capacity to articulate the issues are plaguing the region's ability to advance in records management. Mutula and Wamukoya suggest revisiting legislation and policies regarding electronic records, the development of human resources to train and enhance professional development and legislating the protection of whistle blowers in the interest of FOI.

42. Mwangi, Peninah W., and Justus M. Wamukoya. "Digital preservation of agricultural information at Kenya Agricultural Research Institute". ESARBICA Journal 31 (2012): 99.

Annotation: The Kenya Agricultural Research Institute (KARI) generates a large number of born digital records. Formats of these digital agricultural records are listed as databases on CD-ROM, networks, researchable DVDs, websites, emails, word-processed documents, and digitized records. The KARI possesses a Library and Information Service (LIS) section within its Information and Documentation Service (IDS). A database unit has a responsibility to digitally preserve activities. The challenges currently faced by the KARI include obsolescence, expensive copying programmes, and lack of a digital preservation policy. The Institute's digitization and preservation project is called "Kenya Agriculture Information Network (KAINet)". This is the successor to Kenya AGRIS, which had previously performed ad-hoc preservation since 2006 and was mostly concerned with digitization. Informal standards like TIFF, XML, and PDF are currently in use to aid preservation. The author had a number of recommendations to improve preservation at KARI: coordination of preservation activities; strategies like migration or emulation; improved funding and modernization of infrastructure; standards and protocols; an explicit digital preservation policy; addressing of legal issues (permissions and exemptions); the hiring of experienced staff; and improved IT security.

43. Mzerah, Nelly. "The role of records management in promoting business efficiency and service delivery at Kenya Ports Authority (KPA)". ESARBICA Journal 32 (2013): 92.

Annotation: This article examines the recordkeeping practices of the Kenya Ports Authority (KPA). The author found that records management at the KPA is largely paper-based, although records and records management are being computerized. Poor records practices are leading to slow service delivery. The author interviewed "four heads of departments (HODs), 136 action officers, and 36 records management staff distributed in seven divisions and 27 departments". The author found that information is not shared between departments. The KPA generates records and e-records in (at minimum) financial, administrative, and medical functions. Different departments have difference classification and filing systems. There is a lack of awareness among those surveyed of the KPA's records management policies. Relevant problems identified by these respondents were lack of skilled records managers (61.5%), problems of managing the shift to paperless office (5.9%); lack of proper file movement control tools (60.8%); keeping central control of different record systems (62.5%). The KPA has no approved retention or disposition scheduling. Finally, the author suggests a classification system for e-records, and e-records management policies.

44. Nasieku, A. P., Kemoni, H. and Otike, J. (2011), "Management of E-records at Moi University Eldoret, Kenya", *ESARBICA Journal: Journal of the Eastern and Southern Africa Regional Branch of the International*

Council on Archives, Vol. 30 No. 1, pp. 177-210.

Annotation: This paper examined Moi University's e-records. The authors identified e-records as originating from the Library Information System (LIS), the Academic Records Information System (ARIS), the Financial Management Information System (FMIS), and the Human Resource Information System (HRIS). All use the same system, but different modules. The authors found that e-records were created in the following areas: student fees, records of deans, senate and council meetings, curriculum changes, email correspondence within and without the university, student examination results, financial records, and library and other records. The response of staff to interviews regarding e-recordkeeping was overwhelmingly positive. The interviews and survey found that most staff printed out their records. Some used electronic storage media like CDs. Some important financial records are microfilmed. Staff access to computers was minimal; not all have regular access to computers or dedicated email addresses. Some staff use floppy diskettes as storage. Security measures for e-records are poor, as is the storage, filing, and labelling of record media. There are no appraisal and disposition guidelines, and no e-records management policy. There was an ICT policy under review at the time of writing and 10% of staff had had records management training. The university registry does not use computers. Overall, e-records exist, but there are no controls placed on them for their safety or availability.

45. Nengomasha, C. T. "The past, present and future of Records and Archives Management in sub-Saharan Africa", *Journal of the South African Society of Archivists,* Vol. 46 (2013): pp. 2-11.

Annotation: This article aims to demonstrate the challenges presented for records management in sub-Saharan Africa. The article also highlights the impact from colonialism to independence on record keeping systems and the difficulties to implement automation in capturing and maintaining electronic records. The ESARBICA conference in 2009 summarized the challenges of the region which included the absence of organizational planning for the advent of electronic records; low awareness of the overall role of records management and its benefits; lack of stewardship in coordination; absence of legislation, policies, and procedures; absence of budgets dedicated to records management; poor confidence in security and controls; and the lack of migration strategies for electronic records (pp. 3-4). The article summarizes specific issues of each country in the region. Nengomasha specifically highlights archives training as a major challenge that must be amended. Nengomasha provides recommendations that relate to the reality of the setting – to promote outreach activities in order to garner public support, to increase work and "action" in the field with students and professionals, to strengthen professional and student training with experiential learning to foster a greater investment in archival tasks, and to encourage the profession to uphold standards and quality (pp. 8-9).

46. Ngoepe, M., Maluleka, J. and Onyancha, O. B. "Research Collaboration in the Archives and Records Management field across and beyond Universities in Africa: An Informetric Analysis", *Mousaion,* Vol. 32 No. 3 (2014): pp. 119-135.

Annotation: This article argues that archives and records management (ARM) as a profession, especially in Africa, must place more emphasis on research initiatives and dissemination. Many research initiatives currently taking place in Africa have been increasingly marginalized compared to library and information studies (LIS). Ngoepe, Maluleka, and Onyancha propose greater collaborations using informetrics analysis and co-authorship as a measurement tool. Findings showed that there are different levels of collaboration – in individual, group, departmental, institutional, sector, and between nations (pp. 123-124) – that have been increasing over time. Collaborations are extremely important for ARM initiatives and research as they enable the expansion and transference of knowledge, create intellectual companionships and communities, and can extend the visibility of the work. Findings also

show that the majority of published collaborative articles came from academic scholars as opposed to practitioners. Recommendations include more interdisciplinary approaches to research and academia and greater collaborations between students and faculty.

47. Ngoepe, Mpho, and Amos Saurombe. "Provisions for managing and preserving records created in networked environments in the archival legislative frameworks of selected member states of the Southern African Development Community". Archives and Manuscripts 44.1 (2016): 24- 41.

Annotation: Archival legislation provides the essential framework that enables a national records and archives service to operate with authority in its dealings with other organs of state. The authors begin by providing background to the enactment of archival legislation in the SADC region. They then identify archival legislation in the SADC member countries, paying attention to any provisions for electronic records management and preservation. From the legislation analysed, only the South African legislation specifically makes provision for the management of electronic records. Furthermore, all the pieces of legislation are silent on whether electronic records can be admissible as evidence in a court of law. The study recommends that the SADC should consider adding a legal instrument in the form of a protocol treaty on archival legislation and designing a model law or statute on electronic records management and preservation to be customised by member states.

48. Ngulube, P. "Guidelines and Standards for Records Management Education and Training: A Model for Anglophone Africa", *Records Management Journal,* Vol. 11 No. 3 (2001): pp. 155-173.

Annotation: This article focuses on the creation and maintenance of guidelines and standards for records management education and training. Education and training are inarguably essential for any profession, they are "concerned with the development of knowledge, skills, and attributes necessary for individuals to… contribute positively to society… to (develop) life-long skills and expertise" (p. 155). Ngulube argues that education and training are equally important as the success or failure of any records management system. In Anglophone Africa, records management training varies greatly in content, curriculum, certification, standards, and duration making standardization and compatibility among practitioners extremely difficult. Ngulube suggests using the South African Qualifications Authority (SAQA), who oversees the bodies responsible for education and training standards, as a model to ensure learning outcomes are satisfied before accreditation is awarded. The use of the model allows for the standardization of education and training of archivists and records managers.

49. Ngulube, P. "Strategies for Managing Digital Records and Documents in the Public Sector in Sub-Saharan Africa" From the *67th IFLA Council and General Conference* (2001).

Annotation: Information is the governments' most vital resource, and therefore must keep up with global changes and expectations such as digital records. Ngulube identifies three major challenges associated with digital information readiness: the lack of stability of digital media; access to digital information being dependent on infrastructure, hardware, and software; and the deterioration of digital information if not migrated or compliant with generic document standards (p. 4). Numerous studies have confirmed that little to no countries in sub-Saharan Africa have the capacity to manage digital records. Training, sufficient human resources, technological skills, policy development, and disaster readiness are integral to saving digital heritage. Ngulube suggests international cooperation in technological research as well as informational professionals advocating for policy development.

50. Ngulube, P. (2004), "Implications of technological advances for access to the cultural heritage of selected countries in sub-Saharan Africa", Government Information Quarterly, Vol. 21 No. 2, pp. 143-

155.

Annotation: The author uses examples drawn from the literature to demonstrate that most countries in sub-Saharan Africa are not seriously addressing the issues related to the preservation of digital records and archives. For example, all of the 34 surveyed institutions had computers, most computers were used for word-processing activities but only one institution had an electronic records management software package. The survey also revealed an acute shortage of trained staff, policies, data migration, appraisal of e-records and legislation. According to the author, archival institutions should take a leading role in managing e-records for the long-term and in policy development. The author also identifies legislation to protect electronic records, skills development, funding, and use of appropriate document management strategies and models as tools to ensure the preservation and access to records in an electronic environment.

51. Ngulube, P. (2005), "Environmental monitoring and control at national archives and libraries in Eastern and Southern Africa", Libri, Vol. 55 No. 2-3, pp. 154-168.

Annotation: Little attention is being paid to environmental control and monitoring as a collection management strategy worldwide, although the problem is more acute in developing countries. The study showed that the preservation scene in sub-Saharan Africa is in a dismal state although preservation is seen as important; major factors identified were a lack of commitment and limited funding for preservation activities; lack of key preservation personnel. The questionnaire revealed limited success in subject areas including mission statements, written preservation policies, appropriate environmental standards and collaboration in environmental management activities and funding. In addition to addressing these needs, librarians and archivists must be provided with ongoing guidance and training.

52. Ngulube, P. and Tafor, V. F. "The management of public records and archives in the member countries of ESARBICA", *Journal of the Society of Archivists,* Vol. 27 No. 1 (2006): pp. 57-83.

Annotation: This article seeks to investigate issues faced by national archives in sub-Saharan Africa and compile measurable data on those issues. Public records were focused on because governments are the largest producers and users of information. Archival legislation guiding most of the countries have been characterized as "second generation" – which allows for the power of national archives to evaluate records management programmes, but still needs to be updated in order to fulfill current needs – a major issue for many countries worldwide. Ngulube and Tafor suggest improving legal standing of archival institutions by compiling mission statements, records surveys, public programmes, standardized scheduling and appraisal practices and a focus on financial management and training. Findings showed that most of the archives had inadequate records management processes that can only be remedied by planning active steps toward change and monitoring progress.

53. Ngulube, P. (2007), "The Achilles Heel of the Preservation of Documentary Materials in Sub-Saharan Africa: Knowledge and Skills or Funding?" Restaurator, Vol. 28 No. 3, pp. 159-168.

Annotation: The author states that training at all levels can facilitate the acquisition of knowledge and skills needed in preserving documentary materials. Without this knowledge, the proper allocation of resources can't occur. The author addresses conflicting opinions within literature as to whether preservation concepts and techniques should be included within the library and information studies educational curriculum and to what level. In a review of the state of preservation training and education

in sub-Saharan Africa, the author states that seven of out 27 institutions offer a specific module related to the subject. Alternative methods for acquiring preservation knowledge and skills exist such as through apprenticeship and workshops. The author concludes by stating that national and regional organizations concerned with the preservation of cultural materials (SAPCON (South African Preservation and Conservation Group) and ESARBICA) must support training courses in higher education institutions and foster partnerships with other organizations in the GLAM (Galleries, Libraries, Archives, and Museums) sector. Also, educators must update curriculums to include studies in preservation management.

54. Onyancha, G., Bosire, O., Ngoepe, M., and Maluleka, J. "Trends, Patterns, Challenges and Types of Archival Research in Sub-Saharan Africa", *African Journal of Library, Archives & Information Science* Vol. 25 No. 2 (2015): pp.

Annotation: This article aims to promote the impetus for change in the archives and records management profession, perceptions of the profession, and publications by and about the profession. Education and training are extremely important in empowering archivists and records managers in navigating the challenges of electronic records and research must ensue to address societal changes that affect legislation and difficult political environments. Traditionally, the archival profession has been associated with the study of history and diplomatics, but increasingly archivists and records managers are needed in a more holistic way, acting as digital forensic experts, digital information managers, and legal specialists. Findings showed that there has been a lack of research, publishers, and publications in the area of archives and records management in Africa, even fewer in sub-Saharan Africa. Onyancha et al. suggest increased focus in promoting unique research, student and staff exchange programs, and subject-based conferences so that it may build stronger archival education and research activities.

55. Salamntu, L. T. P. and Seymour, L. F. (2014), "A Review of Organisational Benefits Through the Use of Enterprise Content Management (ECM) System in Public Sector Organisations", paper presented at the Third International Conference on Informatics Engineering and Information Science (ICIEIS2014), Lodz, Poland

Annotation: The author examines general conditions that appear to be barriers in achieving expected benefits, such as lack of establishment of metrics, lack of resources and inappropriate IT Infrastructure, among others. The author also provides a summary of IT, operational, managerial, employee and strategic, organizational, and environmental benefits of ECMs, enterprise resource planning systems (ERPs) and knowledge management systems (KMs) drawn from the literature. There is no clear indication as to which benefits are valid for ECM in public sector organisations; these benefits need to be confirmed and verified in an ECM environment particularly in the public-sector domain. The author concludes by examining the context of South Africa, which is investing significantly in ICT but overall does not have a strong IT infrastructure thus is implementing failing IT projects.

56. Saurombe, N. "Public Programming of Public Archives in East and Southern Africa Regional Branch of the International Council on Archives" *Thesis from the University of South Africa* (2016).

Annotation: Saurombe presented this thesis at the University of South Africa in 2016. The thesis conducted original research to investigate the role and prominence of public programming in archival institutions in the ESARBICA region. Public programming is vital in promoting visibility and access to archival holdings and allows archives to be used in current and future actions. Findings showed that public programming was not a high priority for most archival institutions because of scarce funding, lack of cooperation and coordination between archival institutions, lack of experience with public programming among staff, lack

of user knowledge, and a lack of enthusiasm by archivists. By principle, archives are meant to be used and citizens have the right to access public records. There are many benefits to promoting public programming – by showing society that the archival institution is justified, to show measurable services to justify financial support, to increase awareness of archival services and public rights, and to promote access. Saurombe points out that most archives do not have a public programmes policy and the existing archival legislation promotes certain types of media (textual and paper) – often contributing to less effective public programmes. Saurombe suggests embracing public programming to garner public support, implement institutional policies on public programming, a greater investigation into the needs of users, and training in the area of public programming in archival education.

57. Seles, A. "The Transferability of Trusted Digital Repository Standards to an East African Context", *Thesis from the University College London* (2016).

Annotation: This thesis aims to investigate Trusted Digital Repositories (TDRs) and its standards' potential implementation in eastern Africa drawing from local and international literature. Seles studied the regulatory, financial, and logistical requirements using the Open Archival Information System (OAIS) and RAC models. The OAIS is a reference model committed to the management of digital information. RAC provides metrics for assessing trustworthiness and efficiency of TDRs. The findings showed that while TDRs are extremely advantageous, their standards were built upon a set of presumptions that do not necessarily relate directly to east African needs or realities. Seles' study highlighted that context is extremely important in determining the ability to adapt to foreign standards. Further, if transferability were a possibility, it would be necessary for eastern African countries to participate in the development process of the standards to reflect the context and reality of the region.

58. Stephens, D. O. (1993), "Records management in Africa south of the Sahara", Information Management, Vol. 27 No. 3, pp. 56-58.

Annotation: European colonial powers established legal and administrative systems and traditions that have a major impact on current records management today. The author first provides information about colonial recordkeeping traditions, primarily the registry system and its characteristics. Moving into the contemporary period, the author provides statistics about the detrimental impact of the region's low gross national products (GNPs) and unstable political status on the infrastructure, staffing and power supplies required for effective records management. National archival agencies do however exist in most nations in the era, providing crucial services in "sponsoring" records management in the region. The author uses survey data from 1985 to examine which countries have legislation regulating records management and archives, which have records centres in operation, vital records programmes in place, retention schedules in place and training programmes. The author then examines past and current records management practices in Ghana, Nigeria, Kenya, the Gambia and Uganda to illustrate the negative impact caused by political instability and disregard by governments on the creation and maintenance of records management systems.

59. Thurston, A. (1996), "Records Management in Africa: Old Problems, Dynamic New Solutions", Records Management Journal, Vol. 6 No. 3, pp. 187-199.

Annotation: This article first provides historical context to archives and records management written about in above annotations by Stephens (1993) and Tough (2009). By the early 1990s, national archival services and record keeping systems were in a broken, unsatisfactory state. International donor support featured computerisation as part of development strategies and emphasis was placed on transparency

and accountability. The importance of establishing sound records management systems was initially overlooked but then emphasized. Awareness grew overall within the government and in the public as to the importance of preserving important national records. Writing about the future, the authors survey literature that depicts a hopeful future for records management in Africa, stemming from the strengthening relationship between those who create information and those who manage it due to the framework of the records lifecycle records. Examples are provided that demonstrate the implementation of successful records management programmes in the region particularly as senior civil servants are giving much greater priority to the management of records. Lastly, support from donor agencies is identified as critical.

60. Tough, A. (2004), "Records management standards and the good governance agenda in Commonwealth Africa", Archives and Manuscripts, Vol. 32 No. 2, pp. 142-61.

Annotation: The author begins by providing historical context to current records management practices in Commonwealth Africa during the colonial and immediate post-colonial era. The author then examines the role and impact of Public Service Reform Programmes (PSRP) and the impact of major projects such as payroll reform and revenue management. Because many PSRP projects are donor funded, the author discusses the appropriateness of strategies implemented by external consultants. The study also gauged respondents' awareness and usage levels of ISO 15489 and other external standards for records management. The author concluded with a discussion around progress in the area. Classification schemes represent one area in which collaborative effort might achieve real progress. The National Archives and Records Service of South Africa has the most comprehensive range of policy and procedural guidance available within the African continent and has the potential to become a leading force in the promotion and implementation of records management standards. Another promising development is the Records Management Capacity Framework project being developed by the International Records Management Trust (IRMT).

61. Tough, A. G. (2009), "Archives in Sub-Saharan Africa half a Century after Independence", Archival Science, Vol. 9 No. 3-4, pp. 187-201.

Annotation: In the colonial era, archives typically weren't established until it became clear that independence was imminent. An exception was the Central African Archives. Accountability was a core concern of record-keeping systems although the conception of it was primarily top-down. During the 1980s this changed, and archives were neglected due to civil war, staff retention issues, inadequate resources and economic downturns. Vital records often remained in the ministries rather than being transferred to the archives. The content of archives was colonial-focused leading to problems of interpretation by local staff. Awareness of "gaps" in the archive and "migrated records" grew during this period leading to oral history programmes. The author then examines the 1990s, billed as a decade of transformation for national archives and records services particularly in Botswana, the Gambia, Ghana and Tanzania. Challenges existed including the failure to effectively address electronic record keeping implementation due to a lack of skilled manpower and finances, the impact of SAPs on pubic services, kleptocratic regimes and China´s influence. Lastly, the author asserts the apartheid government´s utilization of the archives as a tool to control the past remains unparalleled.

62. Tough, A. and Lihoma, P. (2012), "The Development of Recordkeeping Systems in the British Empire and Commonwealth, 1870s–1960s", Archives and Manuscripts, Vol. 40 No. 3, pp. 191-216.

Annotation: The authors first discuss imperial control over recordkeeping systems and systems used,

primarily the docket system, which required a large volume of well-educated and intelligent people in clerical roles. Churchill called for the creation of a single centralised registry for the Colonial Office to replace the large number of sub-registries. Colonial Office officials were often displeased by local (peripheral) initiative that diverged from the Home Civil Service but did nothing effective to prohibit local practice. Secretariat government gradually came to an end after World War II due to growth of public administration, business, physical space and the introduction of ministerial governments who wanted their own separate registry systems. After independence, a Department of Technical Cooperation (DTC) supported development work and technical and scientific advisory functions, including recordkeeping, of the Colonial Office, which ceased to exist in 1966. The DTC in 1964 was renamed the Ministry of Overseas Development. Overall, drivers of peripheral initiatives included the availability of skilled staff, the need to maintain security, practical day-to-day needs, diverging work patterns of colonial capitals and district administrations and the development of integrated registry systems.

63. Venson, Shadrack Lopang, Mpho Ngoepe, and Patrick Ngulube. "The role of public archives in national development in selected countries in the East and Southern Africa Regional Branch of the International Council on Archives region". Innovation: journal of appropriate librarianship and information work in Southern Africa 48 (2014): 46-68.

Annotation: The authors of this article argue for the need for public programming and engagement on the part of archives to participate in national development. To support this, they conducted a survey targeted at professionals on LinkedIn in the following ESARBICA countries: Botswana, Kenya, Namibia, South Africa, Zambia and Zimbabwe. The survey had a 60.69% response rate. Although a general awareness of archives was high (87.5%), this was complicated by the fact that 77.2% could not define archive or archivist in a way that related to national development, and indeed took a negative view of them. A total of 7.9% of the respondents could describe archives and archivists in a way that included concepts of accountability. Further complicating this was the fact that 80% of respondents had never used an archive. The authors then examined the National Development Plans (NDPs) for the noted ESARBICA countries for the inclusion of archives and records management. Kenya, Tanzania and Zambia provided nothing. South Africa noted a need to improve "health records, information systems, and access to information." Namibia focused on health records, but also noted the need for archives and records rooms for courts, digital records for deeds and "geo-spatial records." The meaning of these last items was unclear. Finally, Namibia also called for more training. Botswana's NDP included archives and records management explicitly and identified them as "key resources." It emphasized the need for tracking of records and "decentralized" health records for ease of access. It also emphasized training for entrepreneurs and farmers. Zimbabwe's NDP called for a national digital archive and a shift to digital recordkeeping. It also pinpointed the need to train small and medium-sized businesses on records management in order to promote economic growth. The authors close by noting the need for an improved public presence of archives.

64. Wafula, J. M. (2012), *ICT policy and strategies: towards e-governance and sustainable development-the case of East African Community and Kenya.* PhD thesis, Jomo Kenyatta University of Agriculture and Technology.

Annotation: This thesis takes is a high-level policy examination of ICT in the East African Community and Kenya. Kenya has had a national ICT policy since 2005. Chapter 6 is specifically about Kenya. In the other materials, the author notes that Kenya participates in a number of East African Community (EAC) and The Common Market for Eastern and Southern Africa (COMESA) regional ICT initiatives, including:

- ASYCUDA - Automated System for Customs Data and Management.
- CPIS – Internet based platform to ensure "efficiency, transparency and monitoring of public procurement processes among the COMESA member states".
- REPSS - Regional Payments and Settlement System.
- EASSy - East African Submarine Fibre Optic Cable System.
- COMTEL – COMTEL is described as "the first Pan-African regional terrestrial fibre optic cable backbone network carrier."

Kenya is also a member of Cross-Border Initiatives (CBI) and Inter-Governmental Authority on Development (IGAD). The MuL_Net framework draws statistical data from Kenya. In chapter 6, the author notes that Kenyan telecommunications law does not reflect current realities and argues for reform. Kenya had a previous state monopoly internet service provider called Jambonet that the author argues hampered Internet and economic development. The author points out that the Kenyan draft ICT policy includes nothing about consumer rights but does include a commitment to ICT development. Author notes the Kenyan ministry of finance has mainstreamed ICT and manages Government Information Technology Services (GITS), whose officers are lent to other government ministries. The thesis lists many proposed ICT initiatives, most importantly, the creation of an e-government directorate within the president's office to guide ICT implementation in the government. Several ICT initiatives are already in place: ICT in schools trust fund; Kenya Country Business Incubator; SMS3000 (a crime reporting tool for citizens); an electronic reporting system for road construction issues; tourism trust fund; and a statistical information system. The author argues that most Kenyan ICT initiatives are standalone and lose effectiveness through lack of integration.

65. Wamukoya, J. and Lowry, J. (2013), "A regulatory framework for the management of records: assessments in Kenya, Uganda and Tanzania", *ESARBICA Journal,* Vol. 32, p. 138.

Annotation: This paper presents a "regulatory framework for the management of records" that provides a baseline for records management regimes in in Kenya, Tanzania, and Uganda. Meeting the criteria of the framework will provide the "basic elements" that will allow for the management of public sector records "in the context of computerised working environments and freedom of information regimes". Kenya is at a disadvantage. Its national archive is responsible for archival records only and it does not exert a great deal of power over records management in the government. Government ministries deal with digital, current records. At the time the article was written, Kenya did not have a policy for the management of current digital records, although policies and procedures did exist for paper records. Furthermore, the national archive had not adopted ISO standards on records management or functional requirements for records management in ICT systems. The Kenyan national archive can undertake audits of records management programmes, but it cannot enforce compliance with records schedules. The archives staff is highly educated, but not prepared for work with digital records. When considered against the author's model, the only categories that Kenya has in place regard staffing. The conclusion is that ICT/e-government, FOI initiatives, and government records are at risk in Kenya. The framework here, if applied, offers a clear path forward.

66. Wato, R. "E-records Readiness in the ESARBICA Region: Challenges and the way Forward", *ESARBICA Journal: Journal of the Eastern and Southern Africa Regional Branch of the International Council on Archives,* Vol. 25 No. 1 (2006): pp. 52-63.

Annotation: This article explores national archives in the ESARBICA region to determine the

implementation, readiness, and quality over the care of electronic records in e-government and e-commerce environments. Findings showed that many national archives did not have national ICT policies, which leaves a large gap in the records controlled by the archives to the detriment of accountability and transparency. Discussions surround the authenticity of records has been limited, and largely unrecognized in the context of e-government. Wato urges continued training and professional development for archivists and records managers in the field of digital technology and ICTs. In order to capture, manage, maintain, and dispose of records created through ICT, there is a need to understand the context, theoretical principles, and the infrastructure necessary for control. Challenges that remain include implementing a comprehensive Electronic Records Management System (ERMS), theoretical understanding of the principle of authenticity and archival legislation. Wato argues that thus far most ESARBICA countries are not ready for electronic records care, except for South Africa.