Authentic records in the cloud?

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Bio

- Associate professor, Computer & System Science
  - Senior lecturer Archives and information science at Mid Sweden University

- PhD Computer & System Science

- MSc Information Systems

- Police exam (20 years as sworn officer)

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Outline for this presentation

- Research background

- Problem

- Study one

- Results study one

- Study two

- Preliminary results study 2

- Questions

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Background

- The last couple of years more and more information is "going to the cloud"

- This is also the case for records and archives.

- Very little research has been undertaken to assess the impact of cloud computing from an archival science perspective

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Two different focuses

1. Research where archives is presented as a cloud service

2. Research about management of records. A set or problems related to cloud computing and records management is presented: 1) trust of records, 2) general problems to management of records, 3) the fact that you do not know where the records are stored.

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Study one

- A qualitative approach, three in depth interviews with representatives of cloud providers and official documentation were used as collected data.

Company	A	B	C
No of offices	1	4 in Sweden	6 World wide
Started cloudservices	1997	2009	2008
Services	SaaS, PaaS, IaaS	Saas, IaaS	Specialized on software, SaaS
Customer characteristics	SME's, 5-100 users, both public and private sector	SME's, 5-200 users, both public and private sector	SME's, Medium sized and large sized companies national and global, both public and private sector.

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Results study one

- Security/Quality attract but customers care less

- Authenticty was nothing the companies focused upon. A was less mature; B Microsoft problem; C keep records in original fom.

- Long term preservation. Company A-C all thought the cloud not are suited for long term preservation.

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Summary

- First it seems like the customers of company A, B, & C not really cares about authenticity. If authenticity would be important then it would also be a requirement.

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Summary

- Second the long-term preservation problem does not seem to be important at all.

- The cloud can be interpreted as a temporal information storage solution, in which you are willing to take risks of loosing information.

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- This research should be followed by a more in depth research where the customer should be in focus.

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Study two

- Customer – Archivist

- 12 interviews (14 answered request)

- 30-60 minutes

- Focus the cloud and trust

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Preliminary Results

- Challenges
  - Long-term perspective (compared to study one)
  - Knowledge
  - Black Box Syndrome
  - Information Security

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Results

- Service providers
    - Can I trust the provider as organization
    - Can I trust that the providers can what they claim?
- Trust of the record
    - A paradox→If you do not trust the record the whole idea with cloud services dissapear

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Results

- Knowledge needed

  - IT-competence

  - Requirement engineering

  - Agreement and contract skills

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Results

- New archival assignments
  - Instead of guardian of trustworthy records
    - Guardian of trustworthy organizational values
  - Proactivity results in
    - Generalists instead of experts

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Results

- New roles
    - Auditing
    - Controller
    - But still responsible for
        - Appraisal
        - Deliver of archival records
        - Archival description

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Results

- Why the cloud?
  - Cost
  - Political ideologies
  - Easiness
  - Used to use cloud services (privately)
  - Citizens demands

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Results

- Risk taking
  - More willing to take risks
  - The cloud might be safer than "in house"
  - A general more sloppy information management
  - You forgot the risks with physical archives

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Results

- Regulations →Two extremes
  - Works fine
  - Needs to be refined

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Next step

- Questionaire

- More interviews

- Managers

- Analysis of behaviour

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Thank you

http://www.recordsinthecloud.org/

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