

# GOINFO PROJECT

(GOOD INFORMATION GOVERNANCE)  
MID SWEDEN UNIVERSITY RESEARCH REPORT

## Göran Samuelsson, Ph.D History, Senior Lecture in Archives and Information Science at Mid Sweden University since October 2004



- Härnösand
- Sundsvall
- Östersund



Previously worked 10 years at National Land Survey of Sweden as an archive-strategist, archive-coordinator and also as a product manager for historical maps and archives

3 years at the Military Archive of Sweden - Map department

Member of Swedish ISO/SIS  
Member of Euro SDR /Archive  
Certified business architect

# AGENDA

CEDIF/GOINFO

Göran Samuelsson *Project Leader GOINFO*

Trusting salary information

Stefan Berggren *Senior Archivist & Records Manager*

*Municipality of Härnösand*

Trust and the concept of the archive in the framework of e-government

Ann-Sofie Klareld *PhD student, GOINFO*

Karen Anderson *Research Leader CEDIF*

Records in the Cloud *and* Documenting Events

Erik Borglund, *Associate Professor CEDIF*



## Research areas

1. Enterprise content management & enterprise architecture
2. Business process management
3. Documentation
4. Records management/ recordkeeping
5. Metadata
6. The borders between records management and archives management: The archive as a function
7. Systems for long-term preservation



# OUR RESEARCH GROUP

**Karen Anderson, Ph. D.,  
Professor**



**Erik Borglund, Ph.D,  
Associate Professor**



**Göran Samuelsson , Ph.D,  
Senior Lecturer**



**Maria Kallberg, Ph.D,  
Senior Lecturer**



**ANN-SOFIE KLARELD,  
PhD student**



**Håkan Gustafsson,  
PhD student**



**Håkan Sundberg, Tekn. Dr  
Senior Lecturer**



**TOVE ENGVALL, MBR-student,  
Lab. Assistant**



# PROJECT GOINFO

Good Information Governance  
2013-2014 [WWW.MIUN.SE/GOINFO](http://WWW.MIUN.SE/GOINFO)

County Board of Västernorrland  
Härnösands Municipality  
Mid Sweden University

## GOINFO's OBJECTIVE:

TO ENABLE GOOD INFORMATION MANAGEMENT BY:

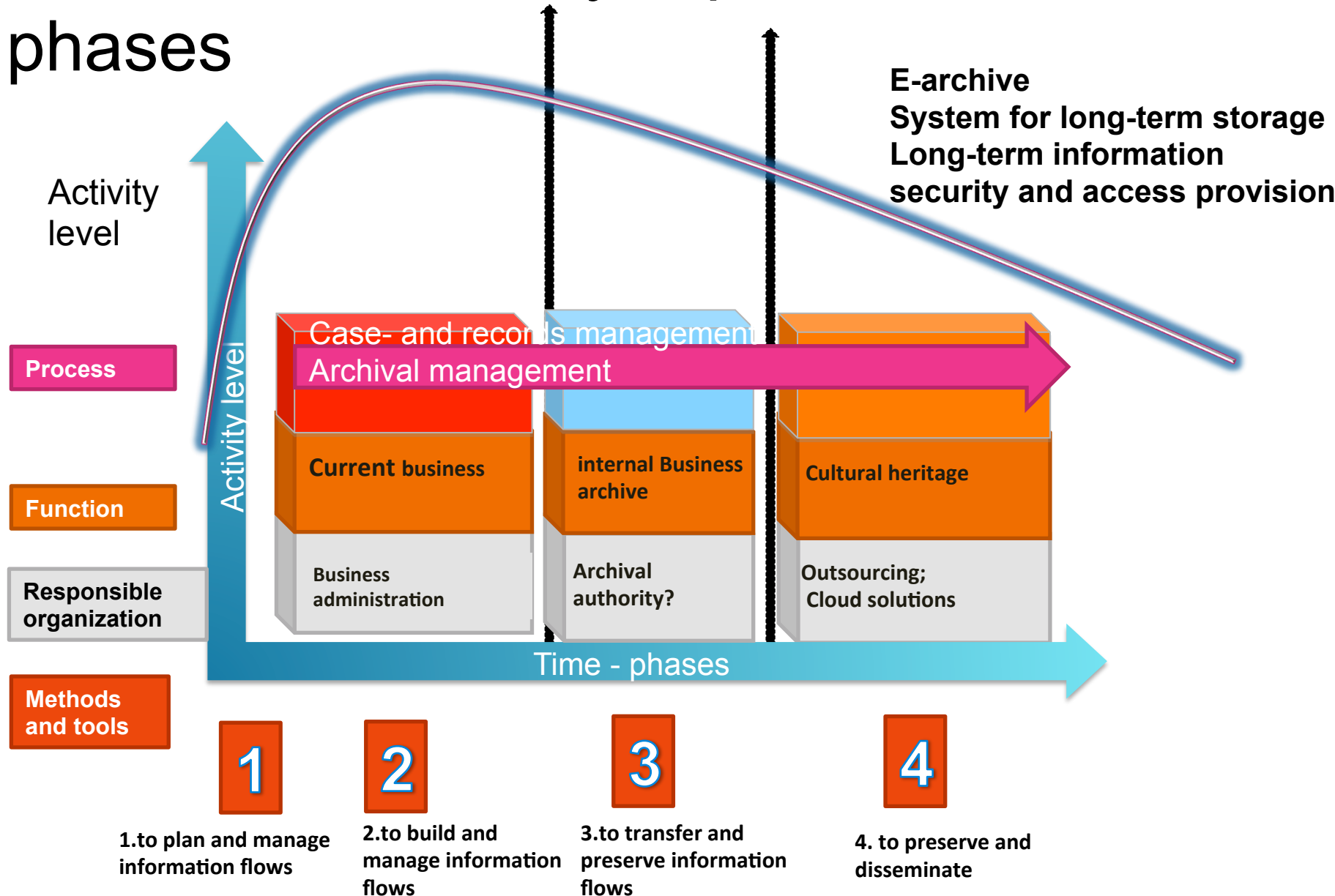
- DEVELOPING AND IMPLEMENTING METHODS AND TOOLS FOR GOOD DIGITAL INFORMATION MANAGEMENT IN THE REGION (Västernorrland)
- DEVELOPING COLLABORATION BETWEEN THE UNIVERSITY, GOVERNMENT AGENCIES AND PRIVATE COMPANIES

# STRATEGIES FOR INFORMATION MANAGEMENT

1. Plan and manage information flows
2. Build and manage information flows
3. Transfer and preserve information flows
4. Preserve and disseminate information

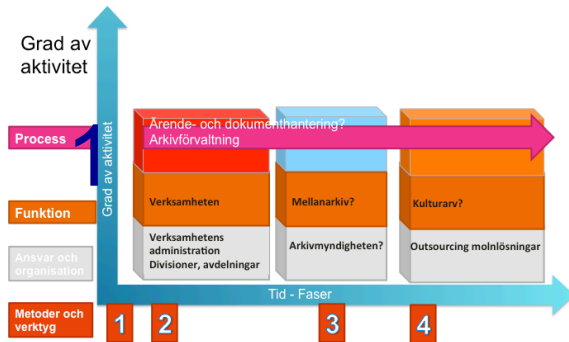


# Information security & provision phases



# CONCRETE EXAMPLE

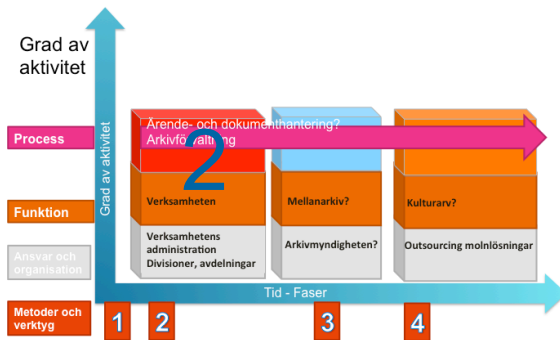
Informationsförsörjningens olika faser



## 1. PLAN AND MANAGE INFORMATION FLOWS

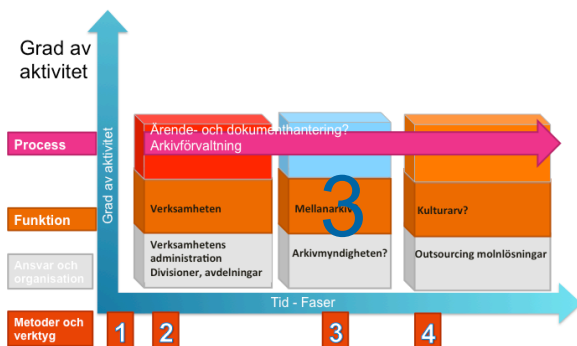
- IDENTIFYING COMPONENTS OF A STRATEGY FOR GOOD INFORMATION GOVERNANCE. (Stefan Berggren and Göran Samuelsson)
- RESEARCHING THE CONCEPT OF THE ARCHIVE IN THE FRAMEWORK OF E-GOVERNMENT (Ann-Sofie Klareld)
- MODELS FOR MASTER DATA, DOCUMENT PLANS, INFORMATION ARCHITECTURE (Göran Samuelsson)

## Informationsförsörjningens olika faser



## 2. BUILD AND MANAGE INFORMATION FLOWS

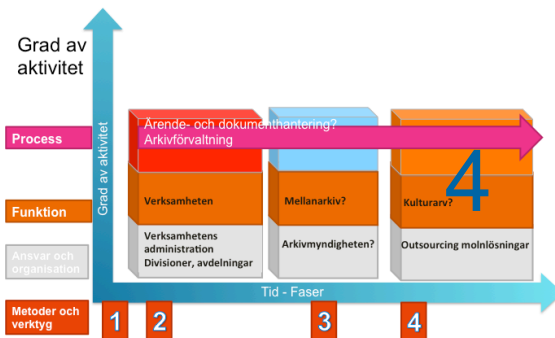
- DEVELOP CHECKLISTS AND TOOLS FOR ANALYSIS, VALIDATION AND AUDITING
- PROVIDE SUPPORT FOR BUSINESS ANALYSIS AND PROCESS MODELS
- ANALYSIS AND WORKSHOPS FOR MODELLING AND EVALUATION OF KEY FUNCTIONS AND BUSINESS FLOWS
  - EG. CENTRALIZED REGISTRATION SERVICES (MARIA KALLBERG)



### 3. TRANSFER AND PRESERVE INFORMATION FLOWS

- ANALYSE BUSINESS FLOWS AND PROPOSE ACTIONS TO CREATE FULLY DIGITAL INFORMATION FLOWS (E-ARD DP7).
  - EG. CREATE EXPORT SCHEDULES FOR VARIOUS BUSINESS FLOWS – SALARY
- BUILDING UNIFORM AND AUTOMATIC FUNCTIONS FOR CREATING SIPs

## Informationsförsörjningens olika faser



## 4. PRESERVING AND PROVIDING INFORMATION

- HOW TO RUN AN OAIS MODEL?
- CREATING A BETTER AUTOMATIC INGEST FUNCTION TO AN E-ARCHIVE
- INVESTIGATIVE COLLABORATION SOLUTIONS FOR E-ARCHIVES.

# TRUSTING SALARY INFORMATION

*Stefan Berggren*  
*Senior Archivist & Records Manager*  
*Municipality of Härnösand*

# TRUSTING SALARY INFORMATION

## Electronic salary information:

Using common specifications for SIP-creation

More cost efficient solution

Reliable pension inquiries in future

# TRUSTING SALARY INFORMATION

## Paper-based salary information:

More efficient retrieval of paper-based information (time saving and accuracy)

Reliable pension inquiries today

New questions may be answered?



# “Trust and the archive concept in the framework of e-government”

*Ann-Sofie Klareld  
Ph. D. Candidate,  
Mid Sweden University*



# THE SWEDISH ARCHIVE CONCEPT

- ⌘ No distinction between “records” and “archives”
- ⌘ Focus on archiving cases
- ⌘ Far reaching FOI Act

# E-GOVERNMENT

- ⌘ How to archive?
- ⌘ Skills, mandates and recourses needed
- ⌘ Preservation?

# RESEARCH

The archive concept

Power and mandates

Discourses



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Mid Sweden University, Härnösand*

# CEDIF/GOINFO, PARTNERSHIPS AND ITRUST

Professor Karen Anderson,  
Archives and Information Science, Mid Sweden University  
Director, InterPARES Trust Team Europe  
*karen.anderson@miun.se*



# RESEARCH & DEVELOPMENT

- CEDIF works with regional and national partners
  - Researching real problems and issues in the flow of digital records into the archive,
  - Aiming to build professional knowledge and capacity
  - Supporting democracy through openness and trust in the archive
- Regional development funding from the EU via The Swedish Agency for Economic and Regional Growth (Tillväxtverket)



# PARTNERSHIPS

- The Västernorrland County Council,
- Härnösand municipality
- Business Archives in the North (Näringslivsarkiv i Norden) & the Association Archives (Föreningsarkiv)
  - This partnership has supported the following doctoral students: Maria Kallberg (completed), Proscovia Svärd, Ann-Sofie Klareld and Håkan Gustafsson
- The Swedish Transport Administration (Trafikverket)
  - The Swedish Rail Authority (Banverket)





# PARTNERSHIPS

- The National Archives of Sweden (Riksarkivet)
  - eARD Project, contributing to
    - *DP4&6: Guidelines and Functional Requirements*
    - *DP7: Pilot projects*
    - *DP2: Identifying business benefits*
    - *Developing professional knowledge and capacity*
- Stockholm City Archives (Stockholms Stadsarkiv)
  - Internal research seminars
  - ITrust: Role of the archivist and RM in an open government environment in Sweden
    - *Results will be compared with 2 UK studies*



# PLANNING FOR 2014-2020

- Planning a pre-study for the next round of EU regional funding: **Europa 2020**
  - Västernorrland is known as “Archives County”
  - Identify strengths & weaknesses in the region
  - Inventory of research and project opportunities  
eg
    - *Geodata development*
    - *Digital flows into the archive*



# ITRUST

- Brings together
  - The academy, with specialist knowledge in archival science, records management, law, information policy, IT, digital forensics
  - The professionals who provide empirical knowledge
- CEDIF research and development partnerships provide opportunities for Swedish case studies that will
  - Benefit all partners involved in the research; and
  - Contribute to the InterPARES Trust Project



# Trust in the Cloud a Wicked Problem?

*Erik A.M. Borglund*  
*Mid Sweden University*



# WHAT WE HAVE IDENTIFIED

- ☉ Use of the cloud increases
- ☉ Customers are willing to take risks
- ☉ Majority of customers do not bother about authenticity
- ☉ Short term benefits seems to be more important than long term stability and trustworthiness
- ☉ Interest in domestic storage solutions increases
  - ☉ Not because authenticity, “Snowden-effect”

# How can we explain this?



# UNDERSTAND THE BEHAVIOR

- ⌘ There is a need to understand the behavior of the “cloud users”
- ⌘ They are behaving in a way that already in 1976 was explained as “Escalation of Commitment To a Course of Action” (Staw, 1976)
- ⌘ Are trust treated differently?
- ⌘ Are trust no longer important to the users?
- ⌘ Are we facing an era of higher risk taking?
  
- ⌘ Or can something else be explaining the problem?

# WICKED PROBLEM

- ⌘ There is no definitive formulation of a wicked problem
- ⌘ Wicked problems have no stopping rule
- ⌘ Solutions to wicked problems are not true-or-false, but good-or-bad
- ⌘ There is no immediate and no ultimate test of a solution to a wicked problem
- ⌘ Every solution to a wicked problem is a "one-shot operation"; because there is no opportunity to learn by trial-and-error, every attempt counts significantly



# WICKED PROBLEM

- ⌘ Wicked problems do not have an enumerable (or an exhaustively describable) set of potential solutions, nor is there a well-described set of permissible operations that may be incorporated into the plan
- ⌘ Every wicked problem is essentially unique
- ⌘ Every wicked problem can be considered to be a symptom of another problem
- ⌘ The existence of a discrepancy representing a wicked problem can be explained in numerous ways. The choice of explanation determines the nature of the problem's resolution
- ⌘ The planner has no right to be wrong



# RESEARCH

Increased user understanding  
Are "trust" in the cloud a  
wicked problem?



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# Questions and discussion



Länsstyrelsen  
Västernorrland



CENTRUM FÖR DIGITAL  
INFORMATIONSFÖRVALTNING



Härnösands  
kommun



Stockholms  
stad

**Stadsarkivet**

InterPARES  
Trust



Riksarkivet

