

# Survey Results

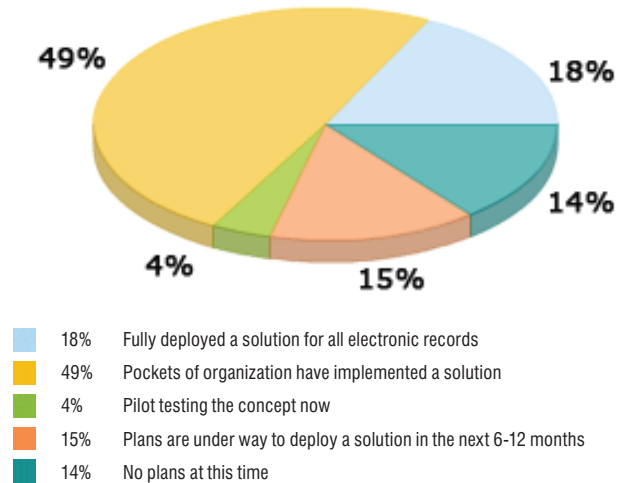
## TRACKING THE USE OF ELECTRONIC RECORDS PRESERVATION

Despite the availability of electronic records preservation solutions, nearly 60% of a recent survey's respondents said they still don't possess an easily accessible electronic repository of all state laws, present and past, hindering each organization's ability to provide advanced web-based or online constituent services. A recent online survey of 261 state and local government executives was conducted by i360Gov Custom Research. According to survey results, a majority of respondents, roughly 63% said they are firmly committed to maintaining authentic electronic legal documents. And more than 70% of respondents ranked 'providing visibility of public documents to enhance openness and government transparency' a top priority within their organizations.

However, when it comes to actually investing in electronic document preservation solutions, the cost of implementation was cited by nearly 60% of respondents as the biggest obstacle, followed by budgetary constraints, cited by 46%, and managing exploding storage requirements, mentioned by 35% of respondents. Despite the enormous advantages of moving from paper to electronically stored documents, more than 25% of respondents said they were still unsure about document authentication, security and protection, which likely means further clarification is required to assist state and local government officials in understanding how security protections are achieved in electronic document preservation solutions.

Survey results indicated the largest number of organizations, 49% had only pockets of electronic records preservation implemented within their organizations. Another 19% have pilot tests under way, or are planning

**Level of Electronic Records Preservation Currently in Use**



to invest in solutions in the coming year. However, 14% of respondents said they had no plans to implement electronic records preservation at this time.

A few other interesting results include:

- Compliance with government mandates regarding the elimination of paper based records was cited as a top priority by nearly 60% of respondents, though another 16% said this wasn't a priority for their organizations.
- Almost as many organizations ranked their current state of enterprise electronic records preservation as 'poor' (noted by 14%) as those who ranked their efforts 'excellent' (cited by 16% of organizations).
- The Freedom of Information Act is considered a 'somewhat', 'strong' or 'primary' driver behind investing in electronic document preservation by approximately 75%.

## Making the Case for Greater Transparency, Openness

As public sector organizations strive to comply with Open Government and E-democracy initiatives that harness technology to enhance citizen engagement, one of the biggest challenges governments face is how to preserve, authenticate and make agency records accessible online.

In their ongoing efforts to enhance citizen participation and provide greater communication, access and accountability, public sector organizations understand that moving from paper-based to digital or electronically based processes delivers greater efficiency and effectiveness. Organizations can expect to improve communication

among agencies, and speed the delivery of services to citizens, while reducing operational costs.

The trouble, underscored by the i360Gov.com survey results, is that government entities face a myriad of obstacles in migrating to processes that deemphasize paper. Some agencies fear the high cost of migrating to electronic records. Others don't want to relinquish control over paper-based records, or simply don't want to pay a chargeback fee for information currently stored on paper.

Meanwhile, paper based records possess their own inherent risks, as documents can be lost, stolen or easily destroyed by fire, floods or other disasters. This is partly why government oversight organizations have mandated the authentication, preservation, and accessibility of content to make it available to constituents and other stakeholders. By offering legislative information and services online, governments give citizens the ability to better understand, participate, communicate and improve government accountability. Digital preservation also ensures legislative bodies are compliant with government regulations surrounding authentication and digital preservation for mandated time spans. Digitizing legislative records using a consolidated system reduces management complexities, improves IT efficiency and enables government to deliver better and faster constituent services.

### **A Kansas Prime Example**

The Kansas Legislative service generates thousands of records daily. The state previously used multiple document management systems -- each acting separately from the others. Records were also stored on paper, and archived in file cabinets, boxes and warehouses. This made it difficult for the state to accurately track and manage files or deliver files to citizens in a timely and efficient manner. To improve these services, Kansas decided to implement a digital system of storing and managing data. To comply with government statutes, the state ensured all public records were also maintained in long-term archival storage, and could be authenticated and protected from tampering and/or destruction. EMC and Propylon provided the legislative and regulatory content management solution to support the Kansas Enterprise Electronic Preservation (KEEP) system.

The state is currently rolling out an enterprise-wide, standards-based, trusted digital repository for electronic records. The KEEP system will enable all documents to be stored digitally, and provide public access to authentic records for citizens to access anytime, anywhere. The new system will enable the legislature to capture video of chamber proceedings, senate votes and notes taken on the proposal and passing of legislative bills. Then, using the EMC and Propylon solution to authenticate, archive and relate these files, citizens will not only have access to the bill itself, but to the development process and the reasons behind each bill.

Whether it's the creation of new legislative documents or the digitization of existing content, preservation and ease of access are vitally important. EMC and Propylon have teamed up to deliver a proven solution for digital authentication and archive management, enabling public sector organizations to migrate from manual, paper-based processes to more efficient and effective digital systems. EMC and Propylon stand ready to work with government agencies of all kinds, to help them achieve greater openness and transparency.

### **EMC AND PROPYLON DELIVER RESULTS**

For public sector organizations struggling to de-emphasize paper, EMC and Propylon can provide:

- An integrated open source platform for municipalities, states and federal institutions that want an enterprise-wide, trustworthy, digital repository for electronic records with long term value;
- Compliant public access to authentic records that support greater accountability and transparency, as mandated by Open Government, E-democracy initiatives;
- A solution that adheres to laws, policies and international standards for trustworthy digital repositories, including the Open Archival Information System (ISO 14721:2003) and the Federal Records Act, among others.

For more information, please visit [www.i360gov.com/whitepapers/emc-propylon](http://www.i360gov.com/whitepapers/emc-propylon)

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