

## Electronic Records (34)

### Guides (8)

#### Government Information Sharing: A Planning Toolkit

Sep 2013

Government enterprises face many performance challenges that can be addressed more successfully through better information-sharing initiatives. Regardless of the size and complexity of these initiatives, they are all made less challenging when participating organizations have a joint action plan that outlines what information sharing is necessary to be successful and what investments in capability must be made to close the gaps between capability required and capability available. Decisions to invest in information-sharing initiatives must be grounded in such an action plan. This toolkit is designed for government professionals tasked with planning and implementing initiatives that rely on effective information-sharing. It provides a process for assessing where capabilities for information-sharing exist and where they must be developed to achieve targeted goals. Assessment results provide a basis for action planning to fill capability gaps.

#### Opening Gateways: A Practical Guide for Designing Information Access Programs

Apr 2012

This Guide was originally published under the title of *Opening Gateways: A Practical Guide for Designing Electronic Records Access Programs* in 2000 and revised in 2002. Since it was issued, technological advances have given us a much broader array of tools and approaches to providing access to information. These advances have created a broader and in some ways more sophisticated community of potential users and stakeholders whose expectations of ease of access and immediacy of information have grown exponentially. These changes, combined with a social and political environment that demands public sector entities be more open and transparent in their operations, have put increased pressures on government to provide access to more and better information through readily accessible means such as the Internet. This guide is designed to help government agencies develop affordable, manageable, and effective information access programs. Given the changing technological and social environment, the type of planning processes facilitated by this Guide are more relevant than ever. The revisions have focused on updating many of the examples provided and language used as well as including an expanded discussion of program models available due to technological advances.

#### Why Assess Information Sharing Capability?

Dec 2005

Government faces many challenges that can be addressed more successfully when information is shared across organizational boundaries. Initiatives that depend on these kinds of information sharing are typically complex, difficult, and prone to failure. They are more likely to succeed when they include a comprehensive and systematic assessment of both organizational and technical information sharing capabilities.

#### Sharing Justice Information: A Capability Assessment Toolkit

Nov 2005

The justice enterprise faces many performance challenges that can be addressed more successfully through better information-sharing initiatives. This toolkit is designed for justice professionals to use when considering or planning for a justice information-sharing initiative.

#### Building State Government Digital Preservation Partnerships: A Capability Assessment and Planning Toolkit, Version 1.0

Aug 2005

Decisions to invest in digital preservation projects must be grounded in a full understanding of the ability of those involved to identify and fill the gaps between current and required capability. This toolkit is designed for library, archives, records management, and information technology professionals to assess where capability for digital preservation exists and where it must be developed in order to achieve the goal of preserving significant at-risk government information.

## Making Smart IT Choices: Understanding Value and Risk in Government IT Investments

Apr 2004

IT innovation is risky business in every organization. In the complex public sector environment, these risks are even greater. This handbook is designed to help any government manager evaluate IT innovations before deciding (with greater confidence) to make a significant investment.

## Practical Tools for Electronic Records Management and Preservation

Jan 1999

Most organizations are increasingly managing work and making decisions based on electronic information. This guide provides the tools that were developed to help information and program managers integrate essential records management requirements into the design of new information systems.

## The Records Requirements Analysis and Implementation Tool

Apr 1998

In order to design sound electronic recordkeeping practices within an organization, the necessary requirements must be identified and understood. This paper presents the two components of a tool that can help organizations complete that work.

## Online Tools (1)

### Opening Gateways: The Guide and Online Workbench

Dec 2003

The online workbench is provided as a companion piece to **Opening Gateways: A Practical Guide for Designing Electronic Records Access Programs**. It is an interactive version of the Guide enhanced with features that support groups of people as they collaborate on the development of electronic records programs.

## Reports (18)

### New York State Information Technology Workforce Skills Assessment Statewide Survey Results

Dec 2006

Information technology (IT) workforce issues have been a concern in New York State since the 1980s and were designated high priority areas in the 2004 and 2005 New York State Enterprise Information Technology Strategic Plans. As a result, in early 2005, the CIO Council HR Committee organized a partnership of state agencies, labor unions, and the Center for Technology in Government (CTG) to help design and administer two surveys. This report provides the key findings of the IT workforce skills assessment surveys administered during March and April 2006; involving nearly 5,000 IT professionals employed in state agencies, authorities, and boards.

### Preserving State Government Digital Information: A Baseline Report

July 2006

This report provides a baseline for state government digital information preservation capabilities and activities. It includes an analysis of the results across states and territories and presents several observations on the current digital preservation environment based on CTG's 2006 State Government Digital Information Preservation Survey.

## **State Government Digital Preservation Profiles**

Jul 2006

This Web-based resource provides profiles of state government digital information preservation efforts within the United States based on the information collected from the 2006 State Government Digital Information Preservation Survey. The profiles are organized by state or territory and the library, archives, and records management units that were represented in the survey response.

## **Exemplary Practices in Electronic Records and Information Access Programs**

Jul 2004

This current practices research report identifies and describes exemplary practices in providing electronic access to information.

## **New Models of Collaboration: GIS Coordination in New York State**

Oct 1998

Bringing an array of geographic information into a central system provides increased value to users, but coordinating that presents considerable challenges. This report describes how the New York State GIS Coordination Program was initiated and developed. It looks at the problems encountered and solutions tried, and focuses on data sharing and public-private sector partnerships.

## **Models for Action: Practical Approaches to Electronic Records Management & Preservation**

Jul 1998

In an environment where business is increasingly conducted electronically, the management of electronic records is crucial. This report describes tools that help incorporate electronic records requirements into the design of new information systems.

## **Functional Requirements to Ensure the Creation, Maintenance, and Preservation of Electronic Records**

Apr 1998

The functional requirements of records include the reliability of the system in which the records reside, how the records are captured, and how they are maintained. This paper discusses the background, development, and usage of the functional requirements in CTG's Models for Action project.

## **A Survey of System Development Process Models**

Feb 1998

There are many different methods and techniques used to direct the life cycle of a software development project. This document provides an overview of common models that are used to guide the analysis, design, development, and maintenance of information systems.

## **An Introduction to Workflow Management Systems**

Nov 1997

With many different workflow management software solutions on the market, a variety of approaches to workflow management exist. This paper provides an introduction to Workflow Management Systems through a two-tiered

approach: a functional review and a technical overview.

## **A Survey of Key Concepts and Issues for Electronic Recordkeeping**

Aug 1997

Knowing the key concepts of electronic recordkeeping is essential as agencies move from a largely paper-based business process to an electronic system. The report covers those key concepts.

## **A Framework for Evaluating Public Sector Geographic Information Systems**

Dec 1995

Substantial opportunity exists to share spatial data, knowledge, and other resources across programs in the public and private sectors. This report discusses the mechanisms for evaluating public sector geographic information systems (GIS).

## **Balancing Environmental Quality and Economic Vitality in the Adirondack Park**

Dec 1995

The information needed to review a building permit application in New York's Adirondack Park comes from a range of sources. This report describes the work undertaken to develop and evaluate a prototype system to combine document records and geographic data into a unified "electronic reference desk".

## **Compelling Reasons for GIS Coordination in New York State**

Dec 1995

Coordinating geographic information collected by different agencies and local governments can help promote three program areas of vital importance in New York State: economic development, environmental conservation, and public health and safety.

## **Sharing the Costs, Sharing the Benefits: The NYS GIS Cooperative**

Dec 1995

The New York State Geographic Information System (GIS) Clearinghouse Cooperative project was undertaken to show the extent to which spatial data needs overlap among key policy and applications areas. This report demonstrates how data sharing strategies can reduce the cost and increase the value of GIS.

## **The New York State Spatial Data Clearinghouse Technical Report**

Dec 1995

Developing the New York State (NYS) Geographic Information System (GIS) Clearinghouse prototype required the adoption of standards and an effective search mechanism. This report presents how these were implemented in the NYS GIS Clearinghouse project.

## **Evaluating the APA Prototype: Prospects for Providing Cheaper, Faster, and Better Services to the APA's Customers**

Oct 1995

This report covers the findings from an evaluation of a prototype map retrieval system developed for the Adirondack Park Agency. Recommendations for a future system development strategy are included.

## **Using Technology to Change Work: Technical Results from the APA Prototype**

Oct 1995

Building an electronic reference desk that integrated government records and geographic information relied on a number of technical components. This report presents the technical results responsible for the development of

that system.

## **Title Imaging Project with NYS Department of Motor Vehicles**

Nov 1994

Paperwork. Few words evoke such a negative picture of government operations. This report presents the results of a prototyping project that demonstrated document imaging and work flow solutions in the vehicle title operation at the New York State Department of Motor Vehicles (DMV).

## **Journal Articles and Conference Papers (3)**

### **Building a state government digital preservation community: Lessons on interorganizational collaboration.**

Proceedings of the 7th Annual International Conference on Digital Government Research, USA, 277-284, Jan 2006, Eight pages

Based on the findings of 2005 Library of Congress workshops and previous efforts on digital preservation, this paper discusses the challenges and opportunities regarding interorganizational collaboration and community building for digital preservation of state government information.

### **The Internet, the State Library, and the Implementation of Statewide Information Policy**

Journal of Global Information Management, Volume 7, Number 4, Oct 1999, pp 27-33

Geographic Information Systems (GIS) are used by government, researchers, and businesses to support a wide range of activities. This article documents the implementation of an Internet-based GIS Clearinghouse in New York State, and highlights the role of the State Library as a critical implementer and value-added facilitator.

### **Models for Action: Developing Practical Approaches to Electronic Records Management and Preservation**

Bulletin of the American Society for Information Science and Technology, Volume 23, Number 5, ly 1997

Organizations often lack adequate tools to manage the growing number and variety of electronic records. This article presents a set of practical tools that can help government agencies manage the records that are electronically created, maintained, and accessed.

## **Working Papers (1)**

### **Building a State Government Digital Preservation Community:Lessons on Interorganizational Collaboration**

Mar 2008

As a part of the National Digital Information Infrastructure and Preservation Program (NDIIPP), the Library of Congress sponsored a series of collaborative workshops between April and May 2005 to help state governments identify their needs and priorities for digital preservation. During these workshops, state and territory representatives showed strong interest in fostering partnership efforts and collaborative strategies toward preserving state government digital information. Based on the findings of the workshops and previous efforts on digital preservation, this paper discusses the challenges and opportunities regarding interorganizational collaboration and community building for digital preservation of state government information.

## **Issue Briefs (3)**

## Advancing Return on Investment Analysis for Government IT: A Public Value Framework

Fri, 04 May 2007

Every investment decision requires a leap of faith—sometimes a large one—into an uncertain future. However, after decades of investments in information technology (IT), running into billions of dollars, governments worldwide are largely unable to convincingly demonstrate a return on investment (ROI) that is widely understood or based upon well-grounded measures. While most can agree that government has been dramatically changed by IT, and many programs and services are more effective and less expensive as a result, government agencies are finding it increasingly difficult to communicate the public benefits of these investments.

## Tools for Enabling the Next Stage of e-Government

Wed, 02 May 2007

As e-government advances beyond the early stages of basic information access and simple interactions toward active engagement of citizens and agencies, the tools enabling this progression will be those that promote networking and collaboration while addressing issues of data portability, reusability, and longevity. The flow of information will be the focus as government adapts to new demands for sharing, accessing, and distributing information.

## Managing and Preserving State Government Digital Information

Sun, 17 Sep 2006

All signs point to continued growth in the volume and complexity of “born digital” government information. However, most states are hampered in their efforts to respond to this growth by a combination of technology, policy, political, and management issues, complicated by fragmented organizational roles and responsibilities for managing and preserving digital information. While traditional information and records custodians agree that not all digital information produced by government is worth saving, all agree that a small portion of this material is of permanent legal, legislative, or cultural value. In addition, a much larger portion has short and medium term value to CIOs, state and local agencies, the private sector, and citizens for purposes of e-government, e-commerce, and day-to-day government administration. To address these challenges, traditional information and records custodians and other key stakeholders, such as chief information officers (CIOs), need to reorient strategies toward sharing information and assets and understanding common- alities rather than emphasizing differences. It is time to move beyond debates over terminology and start treating digital information as a “public asset” with multiple values to both government and society.