Conference on Data Integrity and Recordkeeping in the Digital Environment: New Findings in Pay and Personnel Information Management

Pretoria, South Africa, 14 to 16 April 2008

Resolutions

Preamble

The participants in the conference on *Data Integrity and Recordkeeping in the Digital Environment* wish to sincerely thank the Government and the people of the Republic of South Africa for their kind and warm hospitality. In particular we wish to thank the Director and staff of the National Archives for the excellent arrangements for the conference.

We also wish to thank Dr Anne Thurston, International Director of the IRMT and the entire IRMT Team for organizing this particular conference.

The conference drew delegates from thirteen (13) African Countries and comprised Directors of National Archives, Senior Officers from Offices of the President, Accountants General, Auditors, Human Resource Managers, IT professionals, E-Government specialists, Government Archivists and other Senior Government Officials

Observations

Arising out of the conference presentations and discussions, a number of observations have been made; these include:

1. Some National Archives in the region are not playing a strategic and key role in providing guidance on records management in most Government business processes.

2. The Archives function is invisible in most Government departments leading to lack of recognition of archives and records management in a number of strategic Government initiatives and development projects.

3. There is a lack of skills and competences among archives and records management personnel in the area of electronic records management, leading to inability to play an active role in designing and implementing electronic records management systems. Where there has been some skills enhancement, retention of the skilled staff has become very difficult due to levels of pay and work environment facilities.

4. There has been an absence of opportunities to collaborate on capacity building initiatives for records management and related aspects in the region, especially in respect of training institutions.

5. Progress has been made in a number of countries in the region to computerise financial and HR systems. However, due consideration has not been given to the component of records management.

6. In order to ensure effective and functional computerised systems, it is critical that the existing manual systems and processes are comprehensively streamlined.

7. There is a direct relationship between records management and accountability, transparency and delivery of public services.

8. A number of countries in the region lack a functional policy and legal framework that supports effective records management. In some of the countries there are policy inadequacies in this regard, while in others there is weak enforcement of the policy and legal framework for archives and records management.

9. The efforts of the IRMT towards developing training materials are noted with appreciation and gratitude and we request that before these materials are made operational, broad consultation should be furthered in the region to ensure relevancy to all stakeholders.

10. The importance of developing performance indicators in records management that are linked to institutional strategic objectives has been noted.

11. There is an urgent need to enhance awareness across Governments in the region about the importance and critical role of the archives and records management function for effectiveness and efficiency in Government business.

12. The archives and records management function seems to be gradually getting usurped by the ICT function, a trend that seems to emanate from lack of role clarity and in-house inconsistencies.

Resolutions

Following the above observations, these resolutions are made as a way forward in improving record keeping in the digital environment both at national and regional level:

1. Governments should be urged to incorporate the archives and records management function in the various reform initiatives e.g. IFMS, IPPS, HRMIS etc and other service delivery enhancement programmes. There is need for deliberate linkages of archives and records management with all other Government business processes

and to ensure that there are solid partnerships with all Government institutions in this regard.

2. National Archives and Records Management personnel are urged to be more proactive as a means of emphasising the importance of the archives and records management function. This should be used to address the need for attitude and culture change.

3. Similarly this should be supported with training that not only needs to be focused on equipping personnel with IT skills that can be translated into effective records management in the digital environment, but also needs to be based in terms of prevailing Government business as a means of ensuring retention of the trained personnel.

4. There is also a need to ensure that Governments create an environment that enhances professional skills and targets young graduates.

5. IRMT / ESARBICA, working in cooperation with training institutions in the region, need to explore possibilities for bringing trainers together to work out strategies that can address issues of common concern, e.g. professional standards, mechanisms for facilitating exchange and influencing Government policy direction. To start with, focus could be on the development of a regional Centre of Excellence, the creation of a permanent forum that brings together personnel in the arenas of ICT, E-Governance, Archives and Records Management to facilitate exchanges on best practices and other related aspects.

6. Efforts should be undertaken to streamline current Government business processes as a means of effecting quick wins that support effective implementation of electronic records management, support accountability frameworks that are evidence based, and support effective public service delivery.

7. As a means of enhancing awareness by Governments in the region of the role of archives and records management, and as one of the critical undertakings that should be followed up after this conference, consideration should be given to:

    - the use of video materials (e.g. those used at the conference)
    - benchmarking of best practices from countries in the region (e.g. those shared by Tanzania)
    - use of attachments and training at centers of excellence.

8. As a means of ensuring that performance indicators for records management are developed, it is important that Governments in the region develop these indicators as part of their strategic plans.

Annexes

ACRONYMS

ESARBICA   East and Southern Africa Regional Branch of the International Council on Archives

HRMIS   Human Resource Management Information System

ICT   Information and Communication Technology

IFMS   Integrated Financial Management System

IPPS   Integrated Personnel and Payroll System

IRMT   International Records Management Trust

LIST OF PARTICIPANTS

Title	Country
Acting Deputy Director (INAM)	**Angola**
Acting Deputy of Training and HR (INAM)	**Angola**
Senior Archivist - National Historic Archives of Angola	**Angola**
Senior Researcher - National Historic Archives of Angola	**Angola**
Senior Agency Specialist	**Australia**
Chief Systems Analyst, Office of the President	**Botswana**
HR Information Systems Manager, Directorate of Public Service Mgmt	**Botswana**
Director - Botswana National Archives and Records	**Botswana**
Senior Lecturer - University of Botswana	**Botswana**
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Accountant -General	**Kenya**
Senior Auditor - ICT Section	**Kenya**
Director of Kenya National Archives	**Kenya**
Kenya National Archives - Secretary General of ESARBICA	**Kenya**
Senior Lecturer - University of Botswana	**Kenya**
Director of Information - Lesotho National Archives	**Lesotho**
Deputy Principal Secretary	**Lesotho**
Director of information Systems	**Lesotho**
Director of Management Services, Dept of HR Management	**Malawi**
Chief Accountant General	**Malawi**

Director of National Archives of Malawi	**Malawi**
Director Arquivo Historico de Mocambique	**Mozambique**
Director of ICTS	**Mozambique**
Director of Human Resources	**Mozambique**
National Documentation and Information Centre (CEDIMO)	**Mozambique**
Chief Systems Administrator PS of Namibia - EDRMS	**Namibia**
Chief Programming systems Advisor – EDRMS	**Namibia**
Director National Archives of Namibia	**Namibia**
Director - National Archives of South Africa	**South Africa**
Deputy National Archivist	**South Africa**
Deputy Director: Records Management and Information Systems	**South Africa**
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Accountant General	**Swaziland**
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Assistant Auditor General	**Tanzania**
Assistant Director, Personnel and Information Systems	**Tanzania**
Director of National Archives (President ESARBICA)	**Tanzania**

Trustee, Chairman	**Tanzania**
Deputy-Principal Secretary, President Office	**Zanzibar**
Deputy - Principal Secretary, Ministry of Education and Vocational Training	**Zanzibar**
Director of Archives and Museums	**Zanzibar**
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Project Manager	**US**
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Director of National Archives of Zambia	**Zambia**
Accountant General	**Zimbabwe**
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Acting Chief Archivist	**Zimbabwe**