

## ERPANET Case Study

### **Administrative Section**

Interview Details

Organisation Details

Disclosure/Privacy Information

Tracking of Activities



### **Perception and Awareness of Digital Preservation**

*We would like to begin by asking you a few questions about your general impressions of digital preservation, and the impact that it has on the \_\_\_\_\_ sector. We will use the term 'digital information' throughout to refer to all forms of digital data, records and information.*

1. Is there a general awareness in the \_\_\_\_\_ sector that the long-term preservation (more than five years) of digital information is an important issue?
2. To what extent does the sector recognise the importance of preserving digital information in the long-term?
3. What are the main problems associated with digital preservation in the \_\_\_\_\_ sector?
4. From what sources have you heard about the issues surrounding digital preservation?
5. What values does digital information have in the \_\_\_\_\_ sector beyond the original purposes for which it was created?

### **Understanding How Digital Preservation Affects Your Organisation**

*We would like to focus on how some of these digital preservation issues affect your own organisation*

6. What type of information is digitally preserved in the short and the long term in your organisation?
7. What are the reasons that digital information is preserved in your organisation:
  - Legal requirements
  - Financial requirements
  - Business requirements (e.g. document important decisions and activities)
  - Historical value
  - Other (Please specify)
8. What risks is your organisation under if digital information is not preserved in the long-term?
  - Legal risks
  - Financial risks
  - Business risks
  - Historical value
  - Other (Please specify)
9. Has the organisation conducted a risk analysis and/or business needs analysis with regard to the preservation of information? If yes, can you indicate the main results?

**Actions Taken: Policies, Strategies, Standards and Practices Developed**

*The questions in this section aim to explore some of the actions that the organisation has undertaken to deal with the preservation of electronic records. It will examine the above as well as selection, preservation, storage, and access activities.*

**Policies, Strategies, and Standards**

10. Is there any collaborative effort across the \_\_\_\_\_ sector to tackle common digital preservation issues?
- Conferences
  - Newsletters
  - Journals
  - Common Institutions
  - Collaborative Projects
  - Other (Please specify)
11. Has your organisation attempted to find information external to the sector regarding preservation?
- If yes, please indicate the sources
- Government agencies
  - Higher education institutions
  - Archives
  - Libraries
  - Museums
  - IT Specialists
  - Other (Please specify)

Please specify the kind of information provided and how useful it proved to be.

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12. Do you cooperate with other institutions in the research and development of policies, strategies, and standards? In what way?
13. How useful is this common effort in applying it to your organisation's own needs?
14. Do you have any specific organisational policies that relate to the preservation of information?
15. Who (and what) was/is involved in the creation of these policies?
- Management
  - Employees
  - Special task force in the organisation
  - Results of internal analyses (e.g. risk analysis)
  - External sources, models, advice
  - Other (Please specify)

16. Do these policies apply across the entire organisation?
17. How are these policies implemented?
18. Has your organisation developed preservation strategies, standards, and practices and implemented them?
- Yes
  - No
- If YES, Please specify.

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19. How were they introduced and implemented (e.g. by department, with training)?

20. How, and under whose responsibility have these been established?

- External Advice/Sources/Models
- Survey of information resources
- In-house solutions developed
- Other (Please specify)

21. How often are your preservation policies and strategies updated and renewed?

**Selection of Digital Information for Preservation**

22. Do you have a selection policy, or classification and retention policy that determines what information in your organisation is to be preserved?

- Yes
- No

If YES, Please specify.

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23. Is your classification and retention schedule linked and implemented across the organisation?

24. Who is responsible for the maintenance and implementation of these schedules?

25. How do you ensure that selected information is complete, accurate and identifiable?

**Preservation of Digital Information**

26. Does your organisation take care of its preservation activities itself, or are these outsourced?

- Outsourced
- In-house

If outsourced, what reasons were behind this decision, and who carries out the preservation activities?

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27. Are there specific individuals in your organisation responsible for the preservation of digital information?

28. What positions do these people hold in the organisation, and what are their responsibilities and competencies?

29. What type of training or advice is available for them?

30. Is your organisation aware of any external standards, best practices, and guidelines available on preservation?

- Yes
- No

If YES, Please specify.

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31. Are these specific to your sector?

32. Where did you learn about them? Please specify your sources.

33. Which of these standards, practices and guidelines do you use?

34. What technologies do you use for preservation? For the following list of current techniques, please specify which ones you use and for what kind of information.

Technique	Specify Type/Technology Used	Information Preserved
Print to Paper		
Scanning		
Save on Disk		
Save on Other Media		
Emulation		
Migration		
Microfilm/Microfiche		
Other		

35. On what grounds were these techniques chosen? Please specify your answers.

- External Advice
- Trials and Evaluations
- Recommendations
- Intra-sectoral standards available
- Other

Please provide as much information as possible about why these decisions were taken.

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36. What data formats do you use for preservation?

- Standard data formats
- Others

Please specify for both answers

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37. Do you convert the information to be preserved into other data formats for technical (or other) reasons?

38. What metadata do you use to describe both your digital information and the processes of storage and preservation? Does it follow any standards available (Dublin Core or others)? Can you provide a copy of the metadata set?

39. Is the collection and production of metadata automated?

40. Who is responsible for the transfer of information into long-term storage?

41. How often (if undertaken) does digital information migrated or refreshed?

**Storage of Digital Information**

42. Do you have a particular storage area for digital information to be preserved?

- Yes

No

If Yes, how is this organised and equipped?

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43. Do you keep redundant copies of the digital information to be preserved for safety (or other reasons)?

**Access to Digital Information**

44. How is information protected from inadvertent or unauthorised access and manipulation?

45. Does your preservation solution allow direct access to the digital information stored (i.e. are they stored in an executable format)? If no, how is the access provided?

46. What access issues does your organisation face?

- a. Copyright
- b. Privacy Issues
- c. Access Security and Privileges
- d. Others (Please specify)

47. How does your organisation intend to provide access to digital information into the future?

**Digital Preservation Costs**

48. Did your organisation attempt to undertake a cost benefit analysis concerning its investments in preservation?

49. Has this analysis been assessed in light of your actual preservation activities? Did it prove to be accurate?

50. To which section of the budget are the economic resources for your preservation programme allocated?

51. What percentage of the organisation's budget is spent on preservation? Can you compare that to some other area of the organisation's activity?

52. Is the organisation attempting to address amortisation issues in the preservation budget?

53. Are there available sources of funding within the \_\_\_\_\_ sector allocated for digital preservation issues?

- Yes
- No

If Yes, please specify

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54. Are you satisfied with these cross-sector services?

55. If no, what would you like to see available? [i.e. what would you think could best be solved in common in your sector?] Would you be willing to engage financially in such information?

56. Are there other external sources available for digital preservation activities, (e.g. government grants, cross-sector funds)?

- Yes

- No
- If Yes, please specify

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### **Monitoring of Actions**

*After having identified what has been undertaken in your organisation with regard to preservation activities, we would like to find out about how these efforts have been monitored.*

- 57. Is the preservation process audited on a regular basis?
- 58. Is compliance to policies, standards, and strategies audited on a regular basis?
- 59. Is compliance to other requirements (legal, business etc.) audited on a regular basis?
- 60. How often are checks made to the preserved material, (e.g. for signs of deterioration)?
- 61. Please specify the criteria used for these audits.
- 62. Who performs these audits? (e.g. Internal/External)

### **Future Requirements**

*We would like to ask about the areas in which there is a need for additional attention in your organisation and the sector as a whole.*

- 63. How long do you predict that your current preservation policies, strategies, and solutions will meet your organisation's preservation needs?
- 64. Is the amount of money allocated for preservation going to change in the future? Will it need to be changed?
- 65. If more funds were available, what could/would they be used for?
- 66. What conclusions has your organisation come to about its preservation efforts? Are these satisfactory?
- 67. What preservation efforts are remaining to be addressed within your organisation?
  - Further data to be preserved
  - Revision and adjustment of preservation policies and strategies
  - Additional resources dedicated to preservation
  - Technological solutions
  - Other (Please specify)
- 68. Would you like to see more cross-sectoral or intra-sectoral activity with regard to preservation?
- 69. Are there any other areas in which you would like to have more information made available on digital information? Where do you expect this information to come from?

Thank you very much for your valuable contribution.