

Managing Records of Online Resources and Services: Policy and Guideline

The *Managing Records of Online Resources and Services* policy and guideline provides advice to assist Queensland public authorities to manage records of online resources and services. The policy and guideline are available from QSA's website: <http://www.archives.qld.gov.au>

Who should use the Policy and Guideline?

The Policy and Guideline should be used by anyone with responsibility for creating, keeping and managing records of a public authority's online resources and services.

What do the Policy and Guideline include?

The Policy outlines the recordkeeping requirements relating to online resources and services:

- section 1 outlines the authority and scope of the Policy; and
- section 2 describes the principles for managing records of online resources and services.

The Guideline provides specific advice on creating, keeping and managing records of online resources and services. It includes:

- an overview of the need for a risk assessment (Guideline section 2);
- a framework for recordkeeping activities based on client interaction with online resources and services (Guideline section 3); and
- a description of approaches for creating, keeping and managing records within the framework (Guideline section 4).

Recordkeeping Challenges

The policy and guideline provide advice to help public authorities meet common recordkeeping challenges.

Knowing what's online

The online environment is often unplanned, and changes can occur in an ad-hoc manner. To plan for improved recordkeeping, an audit of the information available online should be compared to the current records that are being created of online resources and services. This should be followed by a risk assessment to determine the public authority's level of exposure given the gap between what exists and what records should be available. The Policy section 2.1 lists the types of records that may need to be created. The Guideline section 2 and Appendix C contain advice on risk assessment.

Determining when and how to capture records of online activity

Recordkeeping activities must be tailored to meet business circumstances and needs. Bringing together staff from records management, information management, information technology and marketing areas to discuss how records of online activity can be captured and how recordkeeping activities can be incorporated into work practices can be beneficial in ensuring that organisations comply with recordkeeping requirements. The Guideline section 3 and Appendix D contain checklists that can be used to ensure that sufficient records are created and kept.

Applying sufficient metadata

Most online resources and services are associated with descriptive metadata that helps users find them. However, the resources also need to be associated with recordkeeping metadata to assist their management over time. The Guideline section 3 also contains examples of recordkeeping metadata elements that will assist with records management.

Overview of the Policy and Guideline Contents

The policy statement has three sections:

1. **Policy Background** outlines the authority and scope of the policy.
2. **Policy Principles** lists the principles public authorities must meet when creating and maintaining records of online resources and services.
3. **Contact Details** lists QSA's contact details for feedback regarding the policy.

The guideline consists of five sections:

1. **Introduction** provides the background for the guideline.
2. **Risk Assessment** highlights the need to conduct a risk assessment to plan effective strategies for managing records of online activity.
3. **Online Resources and Services Recordkeeping Framework** provides staged advice for managing records of online activity, based on the type of online interaction.
4. **Approaches for Managing Records of Online Resources and Services** describes approaches that can be used to capture records of online activity.
5. **Feedback and Contact Details** lists QSA's contact details for feedback regarding the policy.

Five appendices have also been provided with the guideline.

- A. **Glossary** defines key online terms and should be used in conjunction with QSA's [Glossary of Archival and Recordkeeping Terms](#).
- B. **References** is a list of sources and standards for further research.
- C. **Risk Management Considerations** is a summary of the issues that may need to be considered when carrying out a risk assessment.
- D. **Online Recordkeeping Action Checklist** can be used to ensure that appropriate records are created and kept.
- E. **Recordkeeping System Approaches** briefly discusses approaches that help to ensure that records of online resources and services are captured.

Feedback and Contact Details

Queensland State Archives welcomes feedback on this policy statement. Comments and queries about this matter should be addressed to:

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For more detailed guidance on the management of public records visit the Queensland State Archives website at www.archives.qld.gov.au or contact us on:
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