

DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
ANNUAL REPORT ON GOALS, OBJECTIVES AND POLICIES

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Program ID/Title: AGS-111/Archives-Records Management

Contact Person/Phone: Adam Jansen/586-0310

I. Goals

- A. Increase access to the State Archives collections.
- B. Promote efficient and effective management of government records including the preservation of the State's permanent electronic records.

II. Objectives and Policies

- A. Collect and preserve permanent government records of enduring legal, historical or fiscal value from government agencies.
- B. Make records available for access via the internet.
- C. Develop and revise records retention and disposition schedules for the executive branch and continue to operate the State Records Center for the storage of non-current, non-permanent government records.
- D. Implement the building of the Hawaii State Digital Archives through a phased approach including hardware implementation and documentation and software development to ensure the preservation and access to electronic records of long-term value.

III. Action Plan with Timetable

- A. Past Year Accomplishments
 - 1. Archives: Accessioned 25 cubic feet of records and special collections; appraised, arranged and described 6 cubic feet of records for public use; retrieved 16,660 records for researchers; translated 130 pages of Hawaiian language records; serviced 8,726 researchers; scanned 1,282,171 images; and received 14,745 unique website visitors to Archives online resources. (Note: Statistical data and records uploaded to the servers this year utilize a new metric system that provides a different counting methodology for number of visitors to the site.)

2. Records Center: received 3,053 cubic feet of records and 38 reels of microfilm; completed 7,299 records requests; and coordinated destruction of 2,773 cubic feet of expired records and 6,037 reels of microfilm returned.
3. Digital Archives: Refined service oriented architecture model of the system using Domain Driven Development, Event Sourcing and Messaging; Continued implementation of Digital Pipeline services; implemented and tested utility for transferring digital records from office of creation to Digital Archives in secure, authentic packages.

B. One Year

1. Archives: integrate Koha Catalog records into Digital Archives and decommission Koha Catalog; accession 45 cubic feet of records; appraise, arrange, and describe 40 cubic feet of records; retrieve 17,000 records for researchers; translate 200 pages of Hawaii language records; service 8,000 researchers; upload 1,500,000 new images (records) to the Archives' website; 25,000 unique web visitors to the Archives' research portal website.
2. Records Center: schedule records series; receive 2,000 cubic feet of records; service 5,000 records requests; and coordinate destruction of expired records.
3. Digital Archives: Finalize production environment identical to the Development environment and incorporate Continuous Delivery Pipeline for frequent and scheduled system releases; implement scalable Archival Storage solution which meets current capacity requirements and meets requirements for the long term maintenance, upgrades, and data migration; perform stress and penetration testing, develop relevant implementation plan; perform system audit in conformance with ISO 16363-2013 (Audit and certification of trustworthy digital repositories); perform knowledge transfer for State Archives staff through training and wiki documentation; perform end-to-end system testing and prepare for full time ingestion of digital records.

C. Two Years

1. Archives: Accession 100 cubic feet of records; appraise, arrange, and describe 65 cubic feet of records; retrieve 32,000 records for researchers; translate 400 pages of Hawaiian language records;

service 16,000 researchers; upload 2,000,000 new images (records) to the Archives' website; 50,000 unique web visitors to the Archives' research portal website.

2. Records Center: schedule/revise 60 records series; receive 4,000 cubic feet of records; service 10,000 records requests; and coordinate destruction of expired records.
3. Digital Archives: Continue development of the system's Information Model by identifying, modeling and implementing new services required by State Agencies; develop and implement approaches for gathering system parameters, performance metrics; research and develop roadmap for all upcoming state systems, projects or technologies that may impact the Digital Archives; perform ongoing maintenance and upgrades of the digital repository hardware, software and storage sub-systems; and in consultation with State Agencies and interested public, develop the public web-based interface into the Digital Archives.

D. Five Years

1. Archives: Accession 300 cubic feet of records; appraise, arrange, and describe 100 cubic feet of records; retrieve 80,000 records for researchers; translate 1,000 pages of Hawaiian language records; service 40,000 researchers; upload 3,500,000 new images (records) to the Archives' website; 150,000 unique web visitors to the Archives' research portal website.
2. Records Center: schedule records series; receive 10,000 cubic feet of records; service 13,000 record requests; and coordinate destruction of expired records.
3. Digital Archives: Ongoing maintenance and development of the Digital Archives' system including replacement of hardware, and storage sub-systems, along with upgrades to software infrastructure; onboard additional partner agencies beyond Executive Branch agencies; develop additional user functionality (e.g. personalization, saved searching, new record alerts, target searching, etc.) based on feedback; and roll out functionality necessary to preserve additional format types of records (e.g. GIS systems, social media, streaming audio/video, dynamic databases, and web-based systems); Develop and implement services and tools utilizing Artificial Intelligence, Data Mining and Machine Learning for Digital Preservation Pipeline and services that support Record Consumers' needs.

IV. Performance Measures

- A. Customer Satisfaction measure: Monitor website use by the general public and their interest in information presented by analyzing statistical data on number of hits to what pages. Use information to improve the “look and feel” and information presented on the website. If there are suggestions and/or complaints, develop survey to evaluate customer satisfaction with the website.
- B. Program Standard measure: In-house standards regulate service to the public and status-reports measure the output and effectiveness of our public service activities.
- C. Cost Effectiveness measure – Compare records managements costs with private sector, in particular storage costs.