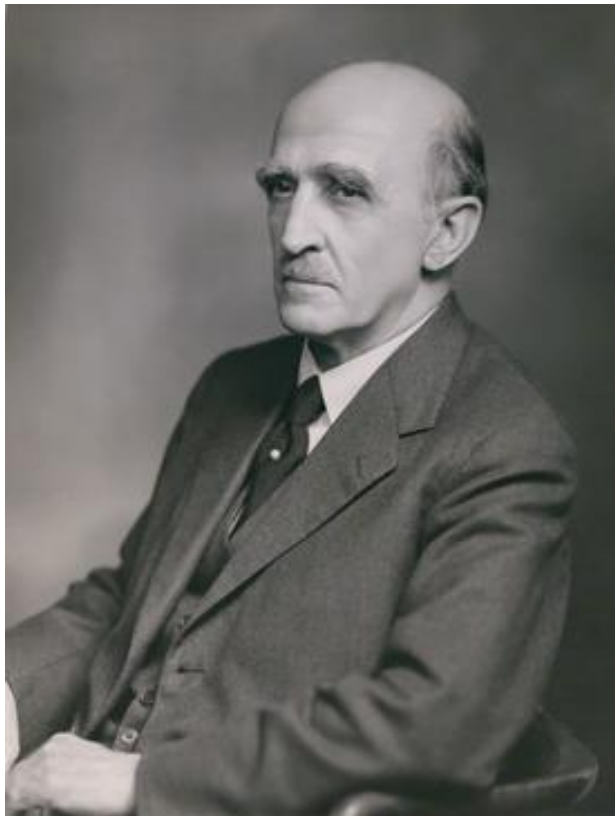


Records management today is a complex space!

Xander Hunter, Standards and Policy, Public Record Office Victoria



https://en.wikipedia.org/wiki/Hilary_Jenkinson



<https://nara.getarchive.net/to/pics/schellenberg>



VERS Centre of Excellence Team, PROV,
VERS Standard Launch, 2003

Cynefin Framework – for addressing complexity

Hardcopy (simple)

Risks and mitigation are well known and readily available

Solutions are specific with a clear set of tasks and outcomes that almost everyone can apply consistently

Electronic (complicated)

Risks are not always known, and some analysis is required to determine effective mitigation strategies

Solutions are flexible, can be tailored to the specific environment and require expertise of both the technological environment and recordkeeping requirements

Multiple systems / SaaS (complex)

Risks are often unknown and require extensive analysis to determine effective mitigation strategies.

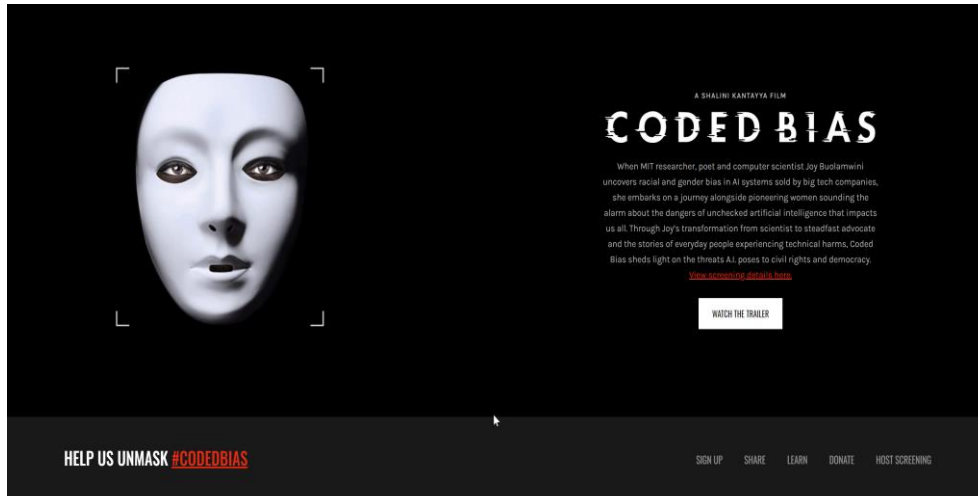
Solutions are adaptable and flexible to address the specific contexts involved. They need to first consider what the 'record' might be as different kinds of information require different management solutions.

Disaster Situations (chaotic)

Risks are identified and addressed on an as needed basis

Solutions are immediate, with direct action to address the situation and retain stability a priority

Challenges of Artificial Intelligence (AI) Technologies



<https://www.ajl.org>



- AI technologies don't determine right and wrong
 - If there is bias in the data / algorithm there will continue to be bias (eg *Weapons of Math Destruction* by Cathy O'Neil)
- AI technologies are designed to be convincing
 - they don't check for accuracy (eg Roberto Meta vs Avianca Inc)
- Malicious activity can be assisted by AI technologies
 - they don't check your motive for doing something

Artificial Intelligence (AI)

AI Technologies & Records Policy

(<https://prov.vic.gov.au/recordkeeping-government/a-z-topics/policies>)

- What was used for what processes and functions, how and why they were used, and what types of records are produced
- What can and can't the AI access, use, and infer from and is it sourced from government or other sources
- Risks associated with using the technology
- Qs re bias, IP, incorrect content addressed
- Processes to check and confirm accuracy
- Alignment with the Public Records Act (responsibility, disposal &c)

AI Technologies Topic Page

(<https://prov.vic.gov.au/recordkeeping-government/a-z-topics/AI>)

Contains guidance on:

- Types of AI / what records may need to cover
- Risks / what records may need to address
- incorporating AI technologies into recordkeeping programs
- Ethical principles & supporting records
- An assortment of tools from across the globe that may help with documenting or explaining AI use

What is a Public Record?



- anything on which there is writing
- anything on which there are marks, figures, symbols or perforations having a meaning for persons qualified to interpret them
- anything from which sounds, images or writings can be reproduced with or without the aid of anything else
- a map, plan, drawing or photograph

Data

Data and Recordkeeping Policy

(<https://prov.vic.gov.au/recordkeeping-government/a-z-topics/policies>)

- Specifies that data are records and must be managed in accordance with the *Public Records Act 1973* and the PROV Standards.
- The Act is technological neutral and applies regardless of the medium / format used
- Data must be retained in line with the appropriate RDA and disposed of lawfully

Data Topic Page

(<https://prov.vic.gov.au/recordkeeping-government/a-z-topics/data>)

- Basic information regarding how the Standards relate to data
 - What forms the 'record'
 - Metadata schemes used for recordkeeping
 - Preservation formats
 - Disposal of data in accordance with NAP and relevant RDAs
 - Data sharing (links)

List of PROV Recordkeeping Policies

Appraisal Statement for State Archives	2021
Approval Processes	2022
Artificial Intelligence and Recordkeeping Policy	2024
Backup Technologies and Records Management	2023
Business Systems Policy	2023
Cloud Services	2024
Data and Recordkeeping	2024
Mobile Technologies	Revised 2024/25
Social Media	Revised 2024/25
Value and Risk Policy	2022

<https://prov.vic.gov.au/recordkeeping-government/a-z-topics/policies>

Check out our Topic Pages

Artificial Intelligence (AI)

Cloud services and computing

Cyber security

Data

Decommissioning

Microsoft 365

Migration

Normal administrative practice (NAP)

Procurement - sourcing and contract management

<https://prov.vic.gov.au/recordkeeping-government/a-z-topics>

Questions?



For more information visit

<https://prov.vic.gov.au/recordkeeping-government>

or email me - xander.hunter@prov.vic.gov.au