Digital Archives
Flanders
A shared service
# About me

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**Employer**
Flemish government – The Agency for Facility Operations – Cluster Information Management

**My role(s)**
Deputy Team manager Cluster Information Management
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**Education**
Master of Arts in History (KU Leuven)
Master Archival Sciences (Vrije Universiteit Brussel)

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The Agency for Facility Operations
Cluster Information Management

**POLICY MAKER**
Monitoring and creating legislation

**PROCESS OPTIMISATION & DIGITISATION**
Smart digitisation, towards paperless offices in the Flemish government ...

**CENTRE OF EXPERTISE**
From basic to advanced training, consultancy ...

**DIGITAL ARCHIVES FLANDERS**
Managing and preserving digital records

**ANALOGUE ARCHIVE FOR THE FLEMISH GOVERNMENT**
Managing and preserving the analogue archive of the Flemish government

**FRAMEWORK CONTRACTS**
Digital Archives Flanders
Shared service for managing and preserving digital records

Flemish government
✓ Agencies
✓ Departments
✓ ...

Local governments
✓ Provinces
✓ Municipalities
✓ ...

Bodies governed by public law
✓ Art. I. 3, 6° of the Administrative Decree
Why a shared service?

- Scale = cost reduction
- Standardisation
- Pooling expertise
Why a shared service?

- Generic integrations with applications (e.g. software to make minutes)
- (Re)use of software building blocks in the Flemish government
  - Security software
    - Key management service
    - PAM, Privileged Access Management
    - SIEM, Security Information and Event Management
    - Reporting: 1 datawarehouse and BI environment
  - Access and identity management
- Sharing knowledge
- Digital Archives Flanders is not a ‘typical’ archive –> destruction of records
Number of affiliated organisations

Serieregister

- Total: 281
- Local governments: 228
- Flemish government: 53

E-depot

- Total: 49
- Local governments: 32
- Flemish government: 17
Our Services

- Serieregister
  Central classification service

- E-depot
  Long term preservation

- Depotbeheer
  Analogue archive management

- Portals
  Access

- Support
  Functional analysis, training, research, servicedesk, advice...
Challenges of a shared service

- How to involve all member organisations?
  - Differences in maturity and local staffing, and the use of technology
  - How to raise awareness?

- How to ensure sufficient long-term funding?
  - Our current cost model is a subscription formula

- Staffing
  - Small team: 6 FTE

- The risk of a one-size-fits-all solution
  - How to ensure all ‘customer’ needs are covered?

- Fast evolving technology

- Diversity in information objects and data (e.g. data from databases, e-mail, websites, audiovisual, text files...)
Serieregister

A central classification service
Series – Dossier – Items

An aggregation of files created and maintained by an owner that is in the same identifiable sequence, or result from the same accumulation or filing process and is of similar function, format or informational content.

Series
Alle medical files in 1 hospital

Dossier
A medical file/folder about a specific case

Items
An e-mail containing a referral

A sequence of items which makes up an organizational/business activity.

The smallest unit of records managed as an entity.
Administrative metadata (business rules)

1. Retention Policy
2. Appraisal - Rules
3. Reuse Policy
4. Information Classification Level
5. Public Access to Information
Serieregister as a central classification system

More than archiving
Quality control of series

Review flow (every 5 year)

Organisation creates series -> Appraisal commission (APCOM) -> Published series

- Approves series
- Rejects series

Revise
### Serieregister

- Central catalogue cf. Administrative Decree (Art. III.82)
- Appraisal by design
  - 14,000 series with approved retention policies
- All series in 1 place
- Standardisation
- Workflows
- Logging

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<tr>
<td>Dossiers betreffende de overheidsopdrachten van de polders en de wateringen</td>
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<td>Beroepsdossiers inbreukdossiers inburgeraars</td>
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<td>Dossiers betreffende de eedafleggingen van bestuursleden van de polders en wateringen</td>
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Why series?

- Description level – What do we have?
- A management tool – How do we manage?
- An instrument to manage access rights
- An instrument to structure, classify and decide
E-depot
High-level figure

Ingest
- Webclient
- FTPS
- API

E-depot
- 2 different Virus checks
- Approval workflow (optional)
- Adding descriptive metadata
- File format validation
- User management
- Generating preservation copies
- Generating consultation copies
- Appraisal workflow
- Tracking of retention periods
- ‘Event’ logging

ACCESS

Portal (Public)
- Mijn Burger-profiel

Portal (Employee)
- Business application

User

Business application

User
Metadata

- **Descriptive metadata**
  - Purpose: retrieve information

- **Technical metadata**
  - Automatically extracted during ingest and processing

- **Administrative metadata**
  - Metadata inherited from the series
  - Exceptions are possible

- **(meta) Data model is:**
  - Basic but can be expanded or extended per serie
  - Based on standards (e.g., PREMIS, Dublin Core ...)

![Image of metadata interface]
E-depot – Storage (1)

- Secure and encrypted cloud storage (AWS)
  - Encryption keys managed by DAV

- Security measures for information classification level 4 (highest level in Flemish government)
  - E.g., use of PAM

- Data is always stored in the European Economic Area
  - AWS S3 standard: Ireland
  - AWS S3 One Zone IA: Ireland
  - AWS Glacier Deep Archive: Sweden

- AWS Glacier Deep Archive is an exact copy of AWS S3 One Zone (replication)

- Backup of the database
E-depot Storage (2)

Technical object during ingest phase

Technical object during archival phase

E-depot - access

- Access to authorized users
  - Requires users to be known in ACM/IDM

- Standard webservice (API) for access

- Public catalogue

- Integration with Mijn Burgerprofiel
  - A personal portal for citizens
Public catalogue
Our Services

- Servicedesk
- Test environment
- Documentation
- Training
- Train-the-trainer
- Functional support