

MANAGING RECORDS (AND ARCHIVES) AS “RECORDED EVIDENCE” IN E-ENVIRONMENT

FROM AN ARCHIVIST'S PERSPECTIVE

a.k.a “那些年我搞电子档案的日子”

14 June 2012

Pitt Kuan Wah



Gmail

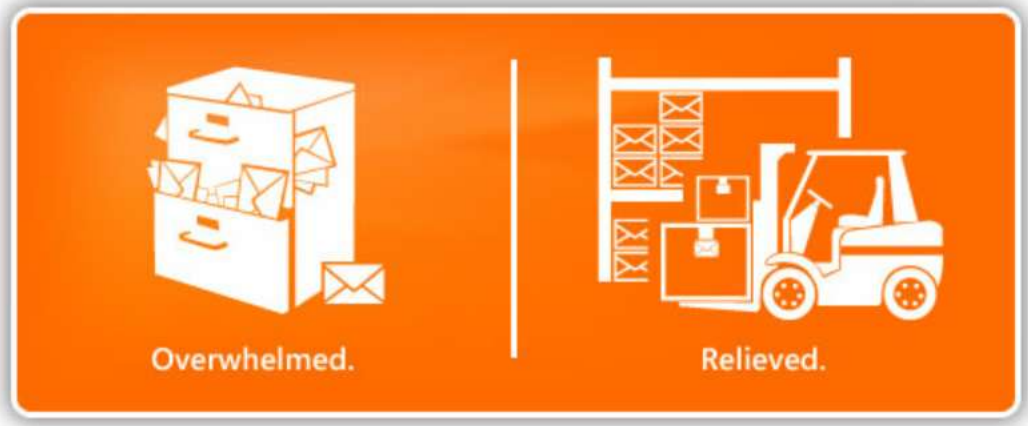


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No, it is not just about managing digital or electronic records...

Yes, it is about managing records in an e-environment, which, of course, include records born-digital and digitised.

1993-2011

A journey from imperfectly seizing the unknown to perfecting the known..

Re-visiting the issue >10 years later...



***From understanding records
management to reaching **new frontiers**
in preserving eArchives***



Minimum
Speed
10
Mbps

Pitt Kuan Wah
National Archives of Singapore

Revisiting My Three Advocacies (1)

- To manage digital records and archives, one must return to the basics of records management.
 - What are these guiding principles?
 - Effective records management programs require policies and procedures:
 - records as evidence to business transactions
 - life cycle recording keeping principles remains valid in eOffices
 - appraisal policy & retention scheduling are critical in eArchiving and can be “automated”.
 - any system will fail without training and auditing

Revisiting My Three Advocacies (2)

- IT tools related to good recordkeeping are within our reach today. We should deploy them to assist us manage and preserve digital archives.
- **But always remember that a tool is a tool, it is only a mean to an end, not the end itself. Never be too obsessive about it.**

Revisiting My Three Advocacies (3)

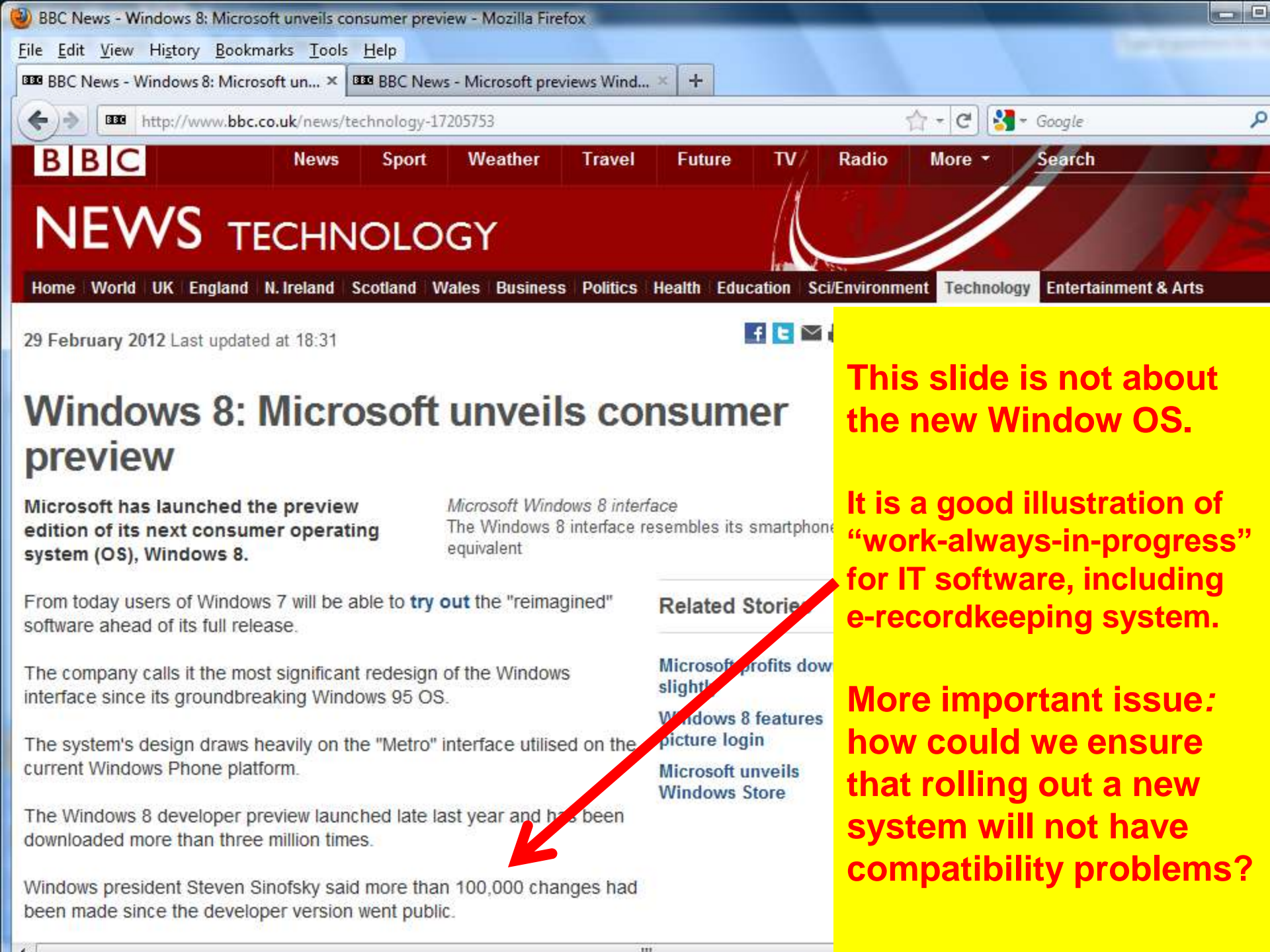
- Archival concepts of “Uniqueness” and “Permanent” are fast changing in electronic records and digital archives preservation.
 - Archives Without Permanent
 - Not all digital-born records and archives must be preserved digitally
 - Problems associated with digital format and media
 - Output to paper may not be a viable option
 - Quality of modern paper and inks (preservation cost)
 - Space and other constraints (loss of context etc)
 - Direct transfer to microfilm: pros and cons

What is New?

Interestingly, all three advocacies are still relevant....

The focus of my sharing today will be less technical (IT), but expand on the fundamentals of recordkeeping based on my last ten years of experience in implementing e-recordkeeping systems.

One interesting lesson I learnt is that I no longer expecting a system that match my expectation.



This slide is not about the new Window OS.

It is a good illustration of "work-always-in-progress" for IT software, including e-recordkeeping system.

More important issue: how could we ensure that rolling out a new system will not have compatibility problems?

1. Setting the Context

***Records and Archives as Evidence
(more than just historical memory)**

***This (change of) perspective requires us
to focus more on the record-making
and keeping processes rather than the
end product itself.**

《礼记·大学》

修身、齐家、治国、平天下。

How does this statement relate to managing records (paper or electronic)?

The link is “Governance” (1)

- **Governance requires “proof”**
- **Demonstration of proof via:**
 - Passive means: policy documents, code of conduct, set of rules, procedures (eg SOPs), measurement yardsticks (eg KPIs)..
 - Active means: willingness to enforce above..

The link is “Governance” (2)

- Recordkeeping (regardless of form and format) is the key to prove:
 - Individual Level: you have done as expected of in your role as a citizen, an employee and a family member
 - Corporate Level: organisation’s accountability to stakeholders and law makers/regulators
 - National Level: government’s accountability to its people it governed
 - International Level: Inter (G-G) and Intra-national obligations



Information alone is not
sufficient as “proof”

TODAY THURSDAY MAY 3, 2012 14

When truth becomes a casualty

Egypt's new-found press freedom has no accountability



MAHMOUD SALEM

When writing this article, one is quite tempted to take the easy way out: Write about the importance of free speech, how a free press emboldens democracy and provide some sort of semi-horri-fying/semi-inspirational anecdote about a journalist who was very brave and faced the odds and now everything is better and democracy stands triumphant, all because of a free press.

And quite naturally, since I am one of the New Media pioneers (remember when it used to be called just blogging? I miss that), not to mention a "voice of the Egyptian revolution", I am supposed to take this stand and advocate that position with all the might and power of the Jan 25 revolution.

I really want to, but ... I can't, because there is a problem in the premise and it is one that won't go away anytime soon.

It used to be easy to advocate this point of view. that of a sim-

We suddenly lived in a Huxley-ian world where there was no truth, only narrative, and the people got flooded with such conflicting information that they either believed what they wanted to believe or tuned out completely from the entire process.

or "centrist" journalistic institutions).

Then the revolution happened and there was suddenly no regime. That is when the fatal flaw showed its face.

The anti-regime newspapers suddenly had no regime to oppose or ministers to expose and the mediating newspapers suddenly had no regime to mediate for. It all went downhill very quickly.

first to come to mind. And then things got worse.

PRESS BECAME BATTLEFIELD

You see, this model presented the journalists of the old-regime a golden opportunity to do the same thing to revolutionary forces through their old or new media outlets, which led to a series of incredibly false and scandalous reports about the revolution's symbols, none of which they were ever held accountable for.

The press became a battlefield of conflicting false accounts and exaggerations, truth was the first casualty, and all credibility went out the window.

We suddenly lived in a Huxley-ian world where there was no truth, only narrative, and the people got flooded with such conflicting information that they either believed what they wanted to believe (whether it was "The revolutionaries are foreign agents" or "Mubarak still rules us") or tuned out completely from the entire process and stopped paying attention to any of the current events or caring about their outcome.

We suddenly lived in a Huxley-ian world where there was no truth, only narrative, and the people got flooded with such conflicting information that they either believed what they wanted to believe.... or tuned out completely from the entire process and stopped paying attention to any of the current events or caring about their outcome.

At micro-level

Accountability to the individual/organisation has to be evidence-based.

Do we (still) have that evidence needed as proof?

Was it by chance that we have it and able to locate?

More importantly, does the information remain authentic (need proof again), is readable and understandable by today's technology?

**"A MEMORANDUM IS
WRITTEN NOT TO INFORM
THE READER BUT TO
PROTECT THE WRITER."**

Dean Gooderham Acheson (1893-1971) US Secretary of State

艺术节明年停办一年 检讨未来发展方向

(2012-06-06)

早报导读



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- [新中关系] 汪洋建议 新粤应建长期合作机制
- [人物面对面] 叶锦添:我是不是很疯?
- [中国早点] 我看《舌尖上的中国》

王一鸣 报道

ymwang@sph.com.sg

自1977年便开始举行的新加坡艺术节几经起落后,宣布明年停办一年,以重新思考和制定艺术节未来的运作模式。

今年的艺术节上周六(6月2日)刚闭幕,国家艺术理事会在总结本届艺术节表现时,宣布以上消息。艺理会认为,艺术节举办至今,是时候进行全面检视,制定未来的发展方向,特别是《艺术与文化策略检讨报告》(Arts and Culture Strategic Review)今年初出炉后,建议把推展本地艺术活动,提高社区对文化艺术的认识与兴趣作为重点。艺理会因此将贯彻该报告的方针,以打造一个能与时俱进,与新加坡人息息相关,并能实现让本地艺术社群高度参与的艺术节。

艺理会副理事长谭光雪说:“《艺术与文
化策略检讨报告》的推出,使艺理会意识到,
艺术节有潜力成为一个全民都能参与的艺术



Review of an arts policy after 35 years requires past records.

How to locate them fast – essential & relevant documents depends on the quality of recordkeeping system.

画

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Likewise during “discovery” process there will be lots of queries and speculations that need answering...

- inferior and/or flawed design
- low quality of materials & failure to meet industrial standards
- poor workmanship & lack of supervision during implementation
- inadequate resources deployed during post-implementation inspection & maintenance
- unacceptable level of customer service, including putting clients at risk
- **Do we have the necessary records to prove otherwise?**

Commission of Inquiry into the massive breakdown of SMRT in Singapore in Dec 2011

Each of these queries needs records to support claim of corporate governance or the lack of it...

Finger-pointing on Day 1 of train breakdown inquiry

LTA takes issue with SMRT's maintenance regime but operator says it is more stringent and goes beyond recommended standards

by Sumita Sreedharan
04:45 AM Apr 17, 2012

SINGAPORE - Even after the Government's legal representative made it clear that the public inquiry should be a "fact-finding" exercise and not adversarial, fingers were pointed over which party - the SMRT or the Land Transport Authority (LTA) - was to blame for the major train disruptions that hit the North-South Line on Dec 15 and 17 last year.

Yesterday was the first day of the Committee of Inquiry (COI) into the train breakdowns which affected more than 200,000 commuters.

The three-member committee, chaired by Chief District Judge Tan Siong Thye, heard opening statements from the Attorney-General's Chambers, the LTA and the SMRT as well as a report from the Criminal Investigation Department (CID), with Second Solicitor-General Lionel Yee pointing out from the start that the inquiry "is not an adversarial proceeding but a fact-finding one".

Nevertheless, LTA's lawyer Andrew Yeo, from Allen & Gledhill, took issue with the SMRT's maintenance regime which could be improved, although it was "comprehensive and satisfactory".

Citing a report by the transport operator's internal investigation team, Mr Yeo said: "SMRT's maintenance expenditure and manpower headcount for the maintenance of trains and trackways has not been increasing in recent years, at the same rate as the increase in kilometres travelled per train," said Mr Yeo.

According to Mr Yeo, SMRT records showed that there has been a reduction in the number of wheel-profiling works between 2009 and last year even though there has been an increase in incidents of wheel defects over the same period. He also said that SMRT's maintenance budget had not kept pace with the increasing ridership.

SMRT also "could do better" in terms of record-keeping, especially in the tracking of defects. "That would in turn enable any lapses or deficiencies in maintenance work to be easily detected and rectified," Mr Yeo added.

Where are the records that provide such information?

What recordkeeping system(s) allow such records be kept and retrieved for the COI?

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地铁事故听证会昨天开始 SMRT: 出事供电轨原料杂质高

(2012-04-17)

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陆交局指出, 它把经营南北线的执照发给SMRT, SMRT就必须维持“运作网络”, 这包括SMRT所拥有的运作资产和陆交局所拥有的基础设施。

傅丽云 报道

pohlh@sph.com.sg

备受瞩目的地铁瘫痪事故听证会昨天开始。陆路交通管理局在开庭陈词时, 认为SMRT企业的维修工作有待改善, 但SMRT自认做足维修, 甚至超过厂商的维修标准, 只是出事的供电轨原料有极高的杂质。

SMRT还指陆交局拥有地铁基础设施, 包括出事的供电轨, 它只是租用者。但陆交局指出, 它于1998年4月, 把30年经营南北线的执

照发给SMRT, SMRT就必须维持“运作网络”, 这包括SMRT所拥有的运作资产和陆交局所拥有的基础设施。

去年12月15和17日, 南北线列车服务陷入大瘫痪, 影响超过20万名乘客。这是我国地铁史上最严重的列车服务中断事故, 不仅凸显SMRT对突发事件应对不足, 也动摇乘客对地铁安全与可



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即时报道

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Train breakdown inquiry: Why not a more secure claw?

Inquiry chairman asks for details of a decision made 25 years ago

by Sumita Sreedharan

04:45 AM Apr 18, 2012

SINGAPORE - In 1987, during the construction of the second phase of the MRT network, a sub-contractor had proposed a more secure design for the claws, which support and maintain the alignment of a rail which supplies power to the trains. But the proposal was rejected by the Mass Rapid Transit Corporation (MRTC), which eventually became part of the Land Transport Authority (LTA).

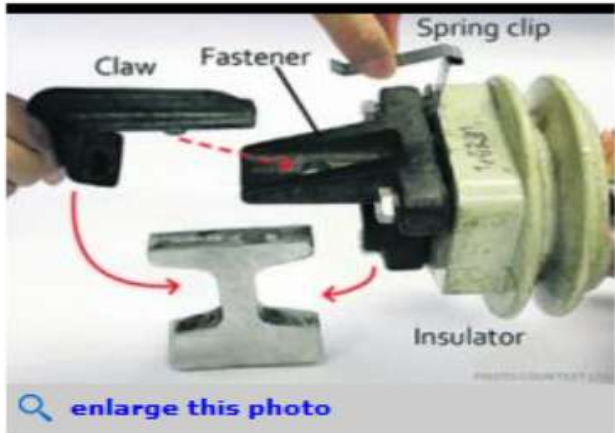
A quarter of a century on, the question arises: Could the authorities have prevented the major train breakdowns on Dec 15 and 17 had the more secure design been adopted?

The SMRT seemed to think so: In its opening statement on Monday, SMRT's lawyer Cavinder Bull pointed out the rejection of the improved design in 1987 and reiterated that, while the transport operator "believes the design of the claw must be considered", the LTA's investigation report "does not appear to consider the design of the claw to be a factor" for the breakdowns.

In the aftermath of the December disruptions, 21 claws were found to have become dislodged.

The 1987 proposal was for a split pin locking system which would have ensured that the claw was secured to the fastener with a pin. Instead, MRTC went ahead with a system which uses a spring clip resting on top of the claw and fastener.

Yesterday, during the second day of the public inquiry, LTA's lawyer Andrew Yeo went at length to point out that the 1987 proposal by the sub-contractor, Brecknell Willis, was made for Phase 2 of the MRT network, which runs through the stations on the East West Line, and the Raffles Place and Marina Bay



Judge pinpoints discrepancies, seeks details

Published on
Apr 18, 2012

By Royston Sim & Maria Almendoar



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Chief District Judge Tan Siong Thye, apparently unfazed by the technical details emerging in the inquiry into December's train disruptions, interjected at several points on Tuesday - at times to ask questions, and at others, to point out discrepancies.

And in homing in on the key details, he made it clear where his committee's interests lay - in fact-finding, which was why he was more 'intrusive' than he would be in an adversarial trial, he said.

'If there are lapses, so be it... We'll rectify it and life goes on.'

He said, however, that the Land Transport Authority, SMRT and the Attorney-General's Chambers would need to address the queries he raised in the coming weeks.

For the second time in two days, as head of a three-man committee, he zeroed in on key areas troubling him.

One is how SMRT's maintenance staff are able to spot defects in the third rail claw assembly, given that it is covered by an opaque fibre-glass casing.

He said he had 'grave doubts' that staff patrolling the tracks would know when a rail claw has come loose. He noted that these officers could not possibly open each and every cover when conducting their nightly

BACKGROUND STORY



- ST FILE PHOTO

Chief District Judge Tan Siong Thye on key areas troubling him:

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The Big Story

No train service between Bishan and One-north stations

Train fault caused morning breakdown on East-West line

Why was more secure claw design rejected 25 years ago?

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LTA: Worn-out train wheels can be a problem

SMRT: Flaws inherited from predecessors

CID: Sabotage ruled out as cause of disruptions

Battle lines drawn as lawyers make opening statements at MRT inquiry

COI hearings into 2011 MRT breakdowns begin

MRT lines to see weekend closures for upgrading works: Lui

40-minute delay as MRT train stalls on East-West line



SMRT: Flaws inherited from predecessors

'Ageing infrastructure and material defects key factors'

Published on
Apr 17, 2012

By Maria Almenaar, Transport Correspondent



Ageing infrastructure and material defects were significant factors in the December breakdowns, argued SMRT's lawyers in their opening address at the start of the Committee of Inquiry hearing on Monday.

And much of this was inherited from the train operator's predecessors, said senior counsel Cavinder Bull of Drew & Napier, who is representing the train operator.

Mr Bull took pains to outline in his 90-minute speech the history and structure of Singapore's train system.

He said the infrastructure for the North-South and East-West lines was set up in the 1980s by the Mass Rapid Transit Corporation (MRTC).

Today, this infrastructure is still owned by the Land Transport Authority (LTA), which took over MRTC's functions in 1995.

SMRT was granted a licence in 1987 to operate the MRT system.

Although it maintains the infrastructure, the train operator also inherited any inherent flaws in a system it had no hand in building, said Mr Bull.

The senior counsel proceeded to highlight two such flaws. The first was the ageing 'claws' that hold the third rail in place, allowing trains to draw their power as they brush against this rail.

While third-rail claws have gone through five generations of improvements since they were installed in Singapore, claws in the sites where train disruptions occurred on Dec 15 and 17 last year are still first- or second-generation types.

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MRT breakdown COI: Inspection done only after second disruption

Published on
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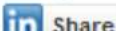
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By Maria Almenoar

SMRT only conducted a thorough fleet wide inspection of its trains after the second train disruption incident on Dec 17, the Committee of Inquiry heard on Wednesday.

This clarification was made when Second solicitor general Lionel Yee continued his questioning of ASP Roy Lim from the Criminal Investigation Department on day three of the public inquiry.

The committee was told that after the first incident on Dec 15 visual checks were done on all trains returning to Bishan and Ulu Pandan depot.

On the day proceeding, these checks were done on trains returning to all three depots including Changi depot.

These checks found five trains with damaged current collector shoes.



SMRT staff measuring the distance between the collector shoe and third rail on one of the trains at the Bishan Depot at 5.30am on Dec 18. SMRT only conducted a thorough fleet wide inspection of its trains after the second train disruption incident on Dec 17, the Committee of Inquiry heard on Wednesday. -- ST PHOTO: LAU FOOK KONG

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The

Train drivers re
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Late again? G
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LTA: Worn-out
problem

SMRT: Flaws i
predecessors

CID: Sabotage



No crisis training given, say train drivers during COI inquiry

Two drivers say they were not prepared to deal with emergencies

Published on Apr 20, 2012

By Maria Almenoar, Transport Correspondent



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The two drivers on the trains with the most severely inconvenienced passengers during December's train disruptions revealed on Thursday that they had not been trained to deal with emergency situations.

Neither of them turned on the emergency ventilation switch that would have improved air circulation on board the stalled and increasingly stuffy trains.

But beyond this, the stories of what each of the two drivers did or did not do, making a difference for the passengers on their trains, emerged on Day Four of the Committee of Inquiry (COI) hearing on Thursday.

Mr Hardy Afandie, 45, a driver with 24 years of experience, found his train stalled between Somerset and Orchard stations on the North-South line on the evening of Dec 15.



- 6:00 AM Ex-C wrong
- 6:00 AM Top Spel
- 6:00 AM Budy seat
- 6:00 AM Spea Voic
- 6:00 AM Are v bea
- 6:00 AM Axec pres
- 6:00 AM Wid back
- 6:00 AM CCT cine
- 6:00 AM New risk
- 6:00 AM New and
- 6:00 AM Not kids Swit
- 6:00 AM Hom dive

检查900米供电轨只需20分钟？听证会委员表示怀疑

(2012-05-03)

早报导读



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[中国早点] 湖下古城 湖面人心

领导独立委员会的初级法庭首席地方法官陈祥泰也问道：“你和你的朋友在20分钟检查150个抓钩。这有可能吗？”

桑苏立再次回答：“这是有可能办得到”。他的确彻底检查了供电轨，并且没有发现任何异样。

检查供电轨车镜破裂

维修员不清楚其作用

用作检查地铁供电轨的多用途车（Multi-Function Vehicle，简称MFV）在17日凌晨途径介于乌节站和纽顿站的线段时，记录轨道迹象的系统曾两度无法显示读数，过后发现车子左边镜子不知何故破裂。

桑苏立因此接获指示，要他们特别留意这个地段的供电轨，了解左边镜子为何会破裂。但他供称，并不清楚左边镜子有何作用。入行21年的高级维修部主管依斯曼（48岁）当天值晚班。他供证说，他被告知左边镜子破裂，吩咐属下维修员加以检查供申轨，但并没有发现



Knowledge
and skill
(Competency)

SMRT chooses safety over reliability in maintenance routine

Published on May 21, 2012

By Christopher Tan

Rail operator SMRT Corp focuses its maintenance regimen on the condition of the running rail instead of the power-supplying 'third rail'. This is because the former determines safety, and the latter, reliability.

SMRT chief engineer Ng Chong Joo mentioned this no fewer than five times at the Committee of Inquiry on Monday.

Mr Ng was questioned by the Attorney-General's office as well as by inquiry panelists on how SMRT maintained the third rail, as collapsed sections of it had caused the two major disruptions in December that affected more than 220,000 commuters.

The chief engineer said it boils down to safety versus reliability, and SMRT had to prioritise safety over reliability.

In the same context: although UPS manufacturer had recommended checking of UPS once every two weeks, SMRT management decided to do it once every three weeks...eventually it also affected customers safety!



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Rail claws continued to be dislodged even after being secured



by Hetty Musfirah Abdul Khamid

04:45 AM May 04, 2012

SINGAPORE - Rail claws on SMRT's train network have continued to dislodge from the third rail even after they were secured with cable ties following the train disruptions on the North-South Line last December.

SMRT line manager Loke Kwok Hoong revealed this in testimony yesterday at the continuing public inquiry into the two major service disruptions last December.

Mr Loke, who was the night duty officer after the Dec 17 disruption, told the inquiry that cable ties were placed around all claws on the North-South and East-West lines during a thorough joint inspection by the Land Transport Authority and SMRT.

Asked if he knew of instances where claws had dislodged even with the cable ties in place, Mr Loke said: "I believe there were."

When asked why the claws dislodged, Mr Loke said the cable ties used were "normal, industrial cable ties, not the special one".

The court also heard about an extensive list of defects compiled following the joint inspection, and there were concerns over whether the defects existed before the Dec 17 disruption.

Mr Loke said that, although the number of defects was unusual, this could be because the third rail covers were removed during the thorough joint checks.

Meanwhile, more details were revealed about the checks done by patrolmen in tunnels. Assistant engineer Hashmy Ridzwan said thorough checks of the third rail assembly are only done when patrolmen notice abnormalities such as dropped claws.

Before the disruptions, not all patrolmen were equipped with mirrors to check the underside of the third rail and the claws. SMRT has since made this compulsory. Hetty Musfirah

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工程师：轨道检查车车底镜子离奇破裂

(2012-05-01)

早报导读



[南中国海] 薛理泰：黄岩岛对峙情势之演变
[美国总统大选] 奥巴马竞选口号：「前进」
[全球反恐] 回教国家民众 对卡伊达没好感
[中国早点] 湖下古城 湖面人心

姚启平回说，是有这个可能，但未发现镜子破裂前，由于读数一直处于不稳定状况，他过后向值晚班的主管反映，要求重新进行测试。

维修员：没受训处理集电靴损坏状况

过去两周来已有60多名SMRT地铁人员出庭供证，昨天轮到维修人员。其中有两人说，这是他们第一次面对列车集电靴（collector shoe）严重损坏、导致供电轨下陷移位的问题，他们之前并未接受过任何培训来学会处理类似状况。

加入SMRT已有17年的依布拉欣（43岁，助理工程师），去年12月15日和17日曾参与地铁系统抢修工作。南北线地铁第一次瘫痪当

晚，他在多美歌站附近的轨道上发现，瘫痪列车底下用来接电的集电靴几乎全扭曲损毁。

为防止它们进一步损坏供电轨，维修人员只能使用铁锤等各种方法，把集电靴硬生生击断或调整其位置。

Inadequate training

Lack of procedures and consistency in handling repairs

TODAY THURSDAY MAY 3, 2012 26

SINGAPORE

“Mr Rashid Abdul Samat, among those inspecting the third rail power delivery system, testified that stretches recommended for rail inspection staff to check on were based on experience, as there was no protocol.”

Some aspects of SMRT checks had no protocol: Committee told

OLIVIA SIONG
oliviasiong@mediacorp.com.sg

SINGAPORE — There were no standard operating procedures in place when SMRT staff conducted passage checks on the train tunnels following the first train service breakdown on Dec 15.

This was revealed on Day 12 of the Committee of Inquiry (COI) hearing on the December train service disruptions.

Mr Rashid Abdul Samat, among those inspecting the third rail power delivery system, testified that stretches recommended for rail inspection staff to check on were based on experience, as there was no protocol.

He also said he and his team were ordered to do a passage check on top of a planned possession check. Passage checks are faster but speed would not have affected accuracy, he said.

He also confirmed that an error in the figures given to inspection staff might have prevented a fault in the third rail from being picked up.

Both December disruptions had been caused by a

section of the third rail sagging, damaging the collector shoes of several trains and resulting in them stalling.

Assistant engineer Yew Kai Ping had testified on Monday that he might have keyed in the wrong data, leading to a discrepancy in the numbers that instructed inspection staff on the areas to check on.

The thoroughness of inspection checks conducted by SMRT maintenance staff also came under scrutiny yesterday.

Mr Shamsuri Mohamad, one of the technical officers conducting checks on the third rail after the Dec 15 train disruption, said he and his partner conducted checks on 900m of track in about 20 minutes. The inspection covered a total of 210 items, including the rail claw assembly.

Asked by COI chairman Tan Siong Thye if a thorough check on the claws was possible in such a short period of time, Mr Shamsuri said he was confident defects were not overlooked and that no abnormalities were found during his checks.

MRT Breakdown COI: No engineers supervised rail checks

Technicians say they inspected train parts from up to 2m away

Published on
May 15, 2012

By Christopher Tan, Senior
Correspondent



No engineers were present to supervise the technicians who checked trains and tracks for damage after the first massive SMRT breakdown on Dec 15.



Taking the stand on Monday were acting assistant engineer Noor Effendi Sahari (above), technical officer Imran Ahmad, assistant engineer Johari Abdullah and technical officer Aziz Ismail. -- ST PHOTOS: WONG KWAI CHOW

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On Monday, the Committee of Inquiry hearing, now in its fifth week, heard how the technicians had gone about their work that night.

SMRT assistant engineer Johari Abdullah was the first on the stand in the morning. He said he was told by the duty manager at Bishan depot to tell his technical crew to check the current collector devices (CCDs) of all trains returning on the night of Dec 15 for 'damage or abnormalities'.



Previous

Next

Singapore

- 11:28 PM** LionsXII title hopes fading after scoreless draw with Kuala Lumpur
- 8:43 PM** Traffic arrangements for Collyer Quay Storage Kids Run on May 20
- 8:41 PM** Police arrest 9 for rioting at Telok Kurau pub
- 8:28 PM** Overseas experts give their take on Dec rail breakdowns
- 6:35 PM** S Iswaran on Chennai visit to discuss economic co-operation
- 6:12 PM** Poly students have no problems finding jobs: Heng Swee Keat
- 5:21 PM** Original video of Bugis/Rochor Road crash from taxi's video recorder
- 5:10 PM** Man convicted of computer misuse at MBS appealing
- 3:44 PM** More efficient building projects with 3-D software: Khaw
- 3:11 PM** Singapore retail sales bounce back with strong March performance

客服组员事故近两小时后才抵现场

(2012-04-27)

早报导读



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SMRT只要求“尽快”报到

在列车发生故障、地铁站人满为患时，客服组员在协助地铁站前线人员控制人群方面扮演着关键角色。不过，SMRT的标准作业程序只要求他们“尽快”到指定地铁站报到。

地铁故障听证会上昨天进入第九天。自2001年担任客服组长的翁伟仁（53岁）昨天供证时透露，去年12月15日南北线瘫痪当晚，他在接获通知后的约一个小时抵达政府大厦转换站，大部分组员则是在接到手机短信的一个半小时后报到。

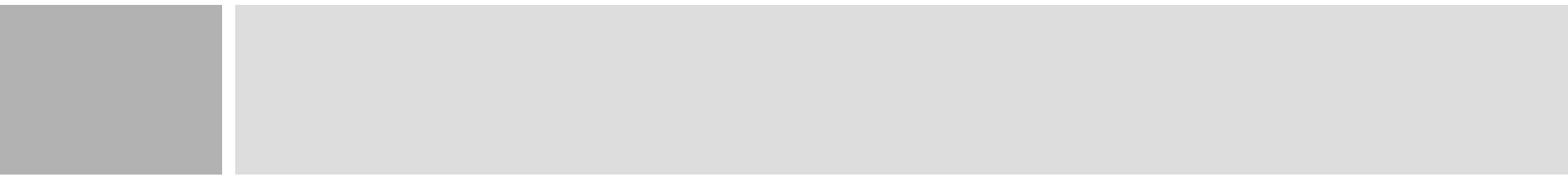
当晚SMRT是在晚上7时23分启动地铁事故应急管理计划，他最后一个抵达现场的组员则在接近10时才出现。

领导独立调查委员会的初级法庭首席地方法官陈祥泰问：“你会不会认为用一到一个半小时的时间（报到）太长了？”

加入SMRT 26年、在审计部门工作的翁伟仁回说：“地铁事故应急管理计划并未规定客服组员应该要在多长时间内到地铁站报到，我没有权力指示他们要几点报到。”

Lack of performance /delivery measures





...and back to the
individual
level.....

SMRT had planned further checks

But LTA wanted services to resume as soon as possible, ex-SMRT CEO claims

by Cheow Xin Yi



04:45 AM May 11, 2012

Singapore - After faults were rectified on the night of the first major train disruption on Dec 15 last year, rail operator SMRT had planned against resuming service to run further checks, but was asked by the Land Transport Authority (LTA) to resume services "as soon as possible".

This was told to the Committee of Inquiry by former SMRT chief executive officer Saw Phaik Hwa yesterday, who appeared as a witness to a packed audience on the 18th day of the hearing.

Ms Saw, who left SMRT last month in the wake of the public furore over the train breakdowns, added she was attending a function when she first heard about the disruption on Dec 15, which affected some 127,000 commuters.

She said she wanted to go to the site of the disruptions after she gave out all the staff awards, but was told by SMRT's senior vice-president of communications and services Goh Chee Kong that everything was settling down with the sagged third rail restored.

Sometime after 9pm, Ms Saw received another call from SMRT executive vice-president of trains Khoo Hean Siang, who told her things were "under control" although he was not comfortable with resuming train services. Instead, he recommended to "run a more complete check", according to Ms Saw.

But, Ms Saw asserted, SMRT later received a directive from the LTA to run operations "as soon as possible" instead of shutting down for the night. "Of course, we comply with the regulator, so we had to recover the system ... (and resumed services) at 11.40pm," she testified before the inquiry.



[enlarge this photo](#)

Former SMRT chief executive Saw Phaik Hwa, who recently had a knee operation, leaving the hearing yesterday. Photo by Don Wong

When your boss started to shift responsibilities to you, do you have records to prove otherwise?

“Prof Lim also quizzed Ms Saw on the basis for the 3-per-cent and 10-per-cent increases in maintenance and staff costs over the past nine years, in which she responded that **such budget allocations are decisions made by the engineers involved.**”

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CHINESE COLUMNISTS EDITORIAL FEEDBACK GE 2011 ARCHIVE LETTERS

UNCATEGORIZED VIDEOS

Under Saw, SMRT did not raise its maintenance budgets for 10 years

May 13th, 2012 | Author: Editorial

The Attorney-General's Chambers (AGC) on 10th May presented data at the Inquiry showing SMRT did not raise its maintenance budgets in nearly 10 years since 2002, despite rising ridership, more frequent train runs and ageing assets.

Former SMRT CEO Saw Phaik Hwa stoutly defended the SMRT's maintenance regime. She said SMRT had not only met, but exceeded, maintenance standards set out by rail manufacturers and the Land Transport Authority (LTA). Saw was taking the stand for the first time.

She claimed that money spent on mid-life upgrades for the trains had actually helped in saving maintenance cost.

She said, "We spent \$143 million for mid-life upgrade of 66 trains, that's why you see maintenance and repair costs coming down."

When it was pointed out to her that the upgrades were mainly for the train cabins and air...



She was then **shown emails** sent by board members asking management for an update on the board's concerns that there had been an increase in the frequency and duration of train breakdowns.

She said that nothing like that had happened before. Prof Lim then pointed out that the 'third rail' did sag in 2010 and before 2006. Saw said **management was not aware of the seriousness of the events because the dropped claws were reinstated.** To that, Prof Lim retorted, "You knew the risks, and you didn't do enough. You implemented cable ties."

At macro level

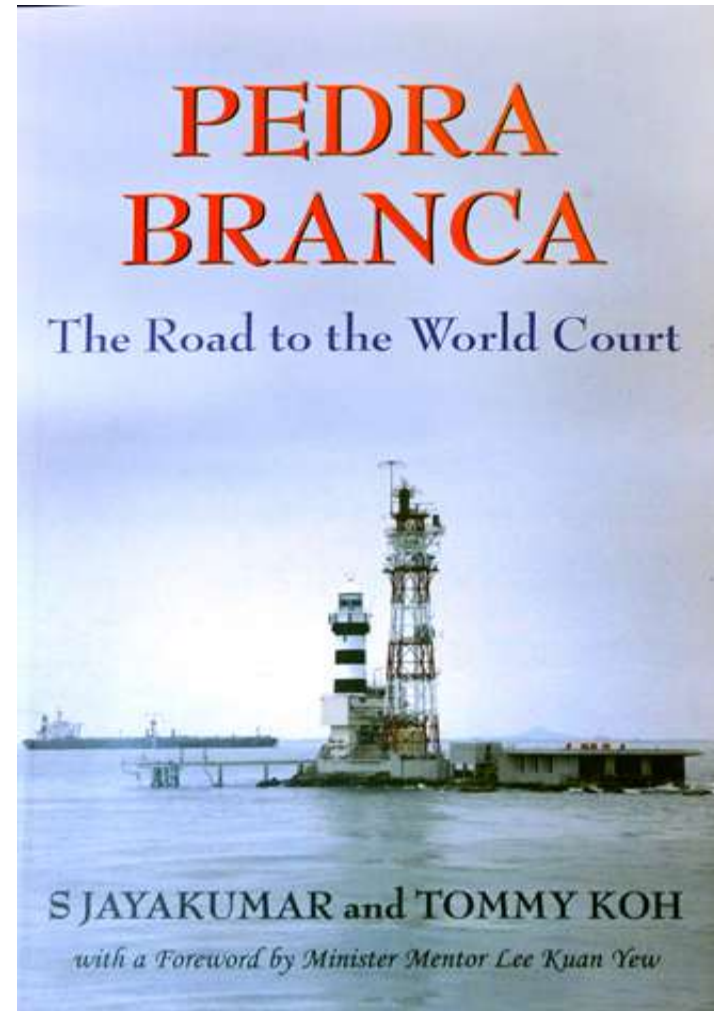
What are the laws and regulations that demand records to be kept – how long, how much, in what format (again, relates to authenticity and reliability)?

In other words, recordkeeping is not done in isolation. It goes beyond the organisation that created and kept the records...

Territorial Disputes

- Singapore-Malaysia
- South China Seas (China, Japan, Vietnam, The Philippines, Malaysia and Indonesia)

- “We maintain that, after acquiring sovereignty over Pedra Branca, the British and later the Singapore Government (as successor to Britain) undertook a full range of acts of sovereignty and jurisdiction on the island and its waters. **These included: notices to Mariners; the constant maintenance and expansion of the facilities on the island including construction of jetties, a helicopter landing pad, radar and communications facilities; reclamation plans; the collection of meteorological data; the flying of ensign; numerous visits by high-ranking Singapore officials; control of access by Singapore of foreigners, including Malaysian nationals, to the island; the issuance of permits to third parties to undertake scientific research and salvage operations; the exercise of jurisdiction to investigate shipping incidents and accidental deaths; and more.”** (pp10-11)



ST Breaking News / SE Asia

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Philippines, China trade barbs over new incursions

Published on
Apr 17, 2012



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MANILA (AFP) - The Philippines and China traded fresh accusations on Tuesday of illegal incursions in a disputed area of the South China Sea, while refusing to compromise on their territorial claims.

The Philippines said it had lodged a new diplomatic protest, accusing Chinese vessels of harassing a Filipino-flagged archaeological research ship at Scarborough Shoal.

The shoal is the same area where Chinese vessels last week blocked a Filipino warship from arresting the crews of eight Chinese fishing boats.



Previous Next

SE Asia

- 7:49 PM Indonesia's Aceh province elects ex-rebel as governor
- 7:29 PM **Philippines, China trade barbs over new incursions**
- 7:07 PM Malaysia ex-PM Mahathir undergoes minor surgery
- 6:05 PM Malaysia passes law to curb jailing without trial
- 4:45 PM Vietnam, US to hold 5 day naval exchange
- 3:51 PM Malaysia flight turns back with engine trouble
- 2:42 PM Indonesian banks' profits up 40% on booming credit
- 2:09 PM Quake sends Indonesians fleeing from Aceh parliament

菲拟要求国际海洋法院 审理南中国海主权纠纷

(2012-04-18)

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(马尼拉综合电) 菲律宾和中国船只对峙事件持续了一个多星期还无法解决，菲律宾准备将斯卡伯勒滩（中国称黄岩岛）主权纠纷提交联合国国际海洋法法院（ITLOS）审理。

菲律宾外长德尔罗萨里奥昨天发表声明说，全世界都知道中国拥有船舰和飞机的数量超过菲律宾，“不过，我们希望彰显国际公法才是最好的平衡工具……这个行动的目的，是要确定谁真正拥有斯卡伯勒滩四周海域的主权。”

目前在斯卡伯勒滩（Scarborough Shoal）水域，一艘菲律宾海岸警卫船和两艘中国海监船正在那里互相监视。

菲律宾指斯卡伯勒滩距离吕宋岛以西230公里，位于沿海200海里的专属经济区内，受到《联合国海洋法公约》(UNCLOS) 承认，但最靠近那里的中国领土是远在872公里外的海南省。

据美联社报道，马尼拉的中国大使馆发言



早报网时事漫画

即时报道

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• 符祝慧

不久前，日本政府为钓鱼岛周围无名小岛取名已经引发争议，石原这次的强硬发言，预料又将让中日领土纷争升温。

符祝慧 东京特派员

到美国访问的东京市长石原慎太郎在华盛顿宣布，东京市准备购入中日间有主权争议的钓鱼岛（日称尖阁诸岛）。

不久前，日本政府为钓鱼岛周围无名小岛取名已经引发争议，石原这次的强硬发言，预料又将让中日领土纷争升温。

石原慎太郎于美东时间星期一（本月16日）下午宣布，已与拥有钓鱼岛所有权的地主达成协议，钓鱼岛在日本行政上所属的冲绳县石垣岛市也将合作。

石原慎太郎说，“按理，应当是由国家（日本）出面买下钓鱼岛。那海域是丰富的渔场，如此长久搁置下去，真不知会发生什么变



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更清晰的原汁原味

In 2010, Secretary of State **Hillary Clinton began an increasingly public U.S. effort** to play a role in the resolution of the South China Sea disputes. The latest public display of that effort came at last weekend's **2012 IISS Shangri-la Security Dialogue**, when Defense Secretary **Leon Panetta** outlined the U.S. position on how tensions in the South China Sea should be resolved.

"The United States believes it is critical for regional institutions to develop mutually agreed rules of the road that protect the rights of all nations to free and open access to the seas. We support the efforts of the ASEAN countries and China to develop a binding code of conduct that would create a rules-based framework for regulating the conduct of parties in the South China Sea, including the prevention and management of disputes," he said. "On that note, we are obviously paying close attention to the situation in Scarborough Shoal in the South China Sea. The U.S. position is clear and consistent: we call for restraint and for diplomatic resolution; we oppose provocation; we oppose coercion; and we oppose the use of force. We do not take sides when it comes to competing territorial claims, but we do want this dispute resolved peacefully and in a manner consistent with international law."

China signed onto a Declaration on Conduct of Parties (DOC) for the South China Sea in 2002, but that is a non-binding agreement meant to pave the way for more concrete Code of Conduct (COC). The negotiations on the COC are stalled. **In response to a question** in Singapore, Panetta gave even more detailed guidance on what the U.S. wants to see in the COC.

"Pursuant to developing that code of conduct it is very important that the ASEAN nations develop a dispute forum that can allow for the resolution of these disputes. It is not enough just simply to develop a code of conduct. You've got to back it up with the ability to negotiate and resolve disputes in this area. And that is what the United States is encouraging," he said. "It's pretty clear that every time these events take place that we always come very close to having a confrontation, and that's dangerous for all countries in this region."

Peaceful resolution requires records as proof on the negotiation table or at the ICJ Court...



End of the day, recordkeeping
reflects accountability or the
lack of it...



Accountability

- The ability to answer for, explain, or justify actions or decisions for which an individual, organization, or system is responsible.
- Traditionally, **records creation** gives assurances of reliability and authenticity, and therefore of trustworthiness, a quality essential to giving of and holding to account.
- Accountability required the development and refinement of **procedures** for carrying out actions and documenting them, 'to ensure that everything was done **according to rule and in proper sequence**, so that administrators could account at any time precisely for anything that had been done. Effective institutional accountability has therefore depended on **record-making, recordkeeping and access to records**, and it has influenced the procedures and timing of their creation, their form, their maintenance, their accessibility and their centralization.

Translating it into “actions”

- What was done (and not done)
- When was it done (and why not other time)
- Where (and why not elsewhere)
- Why was it done (what were the other options not chosen)
- Who did it (and under whose instruction)
- How was it done (how much, how frequent and how successful)

2. The ABC of Recordkeeping System

Recordkeeping affects the quality of recordness (which may render them useless as evidence)

Remember: The devil is in the details - process determines outcomes...

“碱水面**没过过冷河**，所以面里面全是碱水味。鱼丸也没有鱼味，但是你**为了掩饰，特别加上了咖喱汁**，想把它做成咖喱鱼丸。但这么做太天真了，因为你**煮的时间不够**，咖喱的味道只在表面上，完全没有进到里面去，放进汤里面鱼丸就被冲淡了。好好的一颗咖喱鱼丸，让你做得是既没有鱼味又没有咖喱味，失败！萝卜**没挑过**，筋太多，失败！猪皮**煮得太烂**，没咬头，失败！猪血又烂稀稀的，一夹就散，失败中的失败！最惨的就是大肠了，里面根本**没洗干净**，还有一坨屎，你有没有搞错？”

《食神》 1996



Essential elements of a good recordkeeping system..

- Standard metadata information that provide direct link to authenticity, accuracy and trustworthiness of the recorded information:
 - Content
 - Structure
 - Context
- What is “context” from an archival perspective?
 - The Obvious: agency, creator and users, date(s)
 - The Not-So-Obvious: related records (could be in other media, forms)

The **ABC** of Recordkeeping

The Three **A**bsolutes

i. Recordkeeping does not mean keeping all records forever

Keeping what records?

How much?

For how long?

In what format(s)?

WHETHER YOUR RECORDKEEPING SYSTEM ENABLES YOU TO KEEP RECORDS DEPENDS ON:

- * HOW WELL YOU ARE ABLE TO DEFINE WHAT RECORDS
- * HOW THEY ARE TO BE CAPTURED

Where should you draw your reference from?

Typical essential records related to:

- Functional/operation needs (immediate delivery of goods and services)
- Auditing needs (compliance to regulations, discharge of obligations)
- Legal needs (in defence of corporate governance)
- Corporate memory & branding (being trustworthy, reliable, good track records etc)

In other words, recordkeeping must address the following:

- Need to know what are records and archives (and differences in perspectives). **Increasingly records could be in audio and audio-visual formats** (as defined by laws) and must be appraised together with their text-based “brothers and sisters” fonds.
- From archival perspective, records ought to be “arranged” in a meaningful way so as to protect their “recordness” - authenticity, accuracy, reliability etc
- Time dimension in Keeping and Preserving (and the measurement of time)
- Technology dimension (closely related to time and preservation options)
 - eg Ektachrome slides will fade over time, part of the appraisal decision may have to address the question: is it worth spending resources to preserve these slides in their original form or migrate the content to something else ?
 - Likewise for digital records in proprietary formats such as CAD drawings, Lotus Note emails etc.

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哈斯敏去年6月从武吉巴督33街第328座组屋顶层楼下楼，被电眼拍到正着。(图：国家环境局提供)

随手把垃圾从组屋窗口往外扔并不少见，但29岁的哈斯敏大概不会想到，他半夜随手丢个烟蒂会被逮个正着。

原来，国家环境局安装在该组屋对面的电眼已经“等”了他五天，终于拍到他丢垃圾的画面。

这名过去有丢垃圾行为的男子，昨天被传控上庭，成为第一个被环境局电眼逮到而被控的垃圾虫，他被罚款800元。

他被控于去年6月25日凌晨零时31分，在武吉巴督33街第328座组屋犯下高楼抛物的违规行为。

案情显示，环境局接获该座组屋数名居民的投诉，指有人经常从三楼或四楼的单位丢下烟蒂。其中一名事主说，她晾在厨房窗外的衣服经常被楼上扔下的烟蒂烧破洞。

环境局决定派出高级稽查员负责展开调查，密切监视这座组屋的高楼抛物情况，但几天下来一无所获。去年6月20日，环境局在该座组屋对面的屋顶装置闭路电视，监视三楼的其中一个可疑单位。

即时报道

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- (0715)[国际]美国股市周二大幅收高
- (0700)[国际]南大西洋南桑德韦奇群岛附近发生6.2级地震
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CCTVs to curb piracy at more cinemas

Operators install devices to deter illegal recording; 18 reported cases of patrons using gadgets to film clips

Published on
Apr 20, 2012



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By Bryna Sim

Pirates who secretly record movies in cinema halls could find themselves being recorded instead, as more cinema operators turn to closed-circuit television (CCTV) cameras to nab offenders.

Shaw Theatres, which runs six cineplexes here, is the latest operator to install these devices. It recently put in CCTV cameras in its new multiplexes in nex and JCube shopping malls, as well as older halls that have been renovated such as Lido.

Shaw's vice-president of media, Mr Terence Heng, said the CCTVs served multiple functions: as a piracy deterrent, for troubleshooting technical issues, and for reviewing disputes with customers.

He added that patrons are informed that the halls are monitored by CCTV cameras in a message flashed before the start of the movie.



TO READ THE FULL STORY...

Previous

6:00 AM Ex-C
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6:00 AM Top
Spel

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6:00 AM Spea
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Police install high-tech cameras to fight crime

Devices part of new network that will extend across island in future

Published on Apr 20, 2012

By Jalelah Abu Baker



High-tech security cameras are being installed in the first phase of a new network that will eventually extend across the island.



Contractor R. Ravichandran installing a camera system in a multi-storey carpark in Jalan Bukit Merah. The Community Policing System is part of a new police strategy that aims to make full use of technology. -- PHOTO: JOSEPH NAIR FOR THE STRAITS TIMES

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More than 10 have been fitted in Jalan Bukit Merah, in a move that will give police a fresh tool to help tackle crime in the estate.

Unlike ordinary security cameras, the new system is designed to capture people both entering and leaving the area.

Residents in Jalan Bukit Merah are hoping that the technology will rid them of the loan shark runners who have defaced debtors' doors, targeted neighbouring flats and vandalised motorbikes.



Previous

- 6:00 AM Ex-C... wron
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Fatal high-speed crash caught on dashboard-mounted camera

Published on
May 15, 2012



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By Jalelah Abu Baker

A moving, blurry flash of red, and then there it was - a Ferrari barreling into a taxi at the junction of Rochor Road and Victoria Street early on Saturday, in a high-speed crash captured by a dashboard-mounted camera.

The clip was caught by a Comfort DelGro cabby, who, just seconds earlier, had been to the left of the taxi that was now a mangled wreck.

The 50-year-old taxi driver, who did not want to be named, has handed the clip over to the police for investigations into the crash, which has left three people dead - the Ferrari driver, the other taxi driver and his passenger. Two other



In this first frame, the camera in the cabby's car shows the red Ferrari (left) headed for the taxi on the right. Note that the traffic light is green, in the taxi's favour. -- PHOTOS: YOUTUBE


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- 3:44 PM** More efficient building projects with 3-D software: Khaw
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Original video of Bugis/Rochor Road crash from taxi's video recorder

Published on May 15, 2012



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View the actual footage of the Rochor Road accident from a taxi driver's in-car video recorder.

Some 15 seconds into the video, the light turns green. The taxi with the in-car camera moves off the line, but the other ComfortDelGro taxi is faster. The ComfortDelGro taxi is about two car-lengths ahead when a sudden blur of red dashes across and smashes into it, causing a loud and sickening crash.

Please be warned of the graphic content in the video.



A screengrab of the actual footage of the Rochor Road accident from a taxi driver's in-car video recorder. -- PHOTO: RAZOR TV



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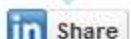
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China says only it has right to monitor air pollution

Published on Jun 6, 2012



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BEIJING (REUTERS) - A senior Chinese official demanded on Tuesday that foreign embassies stop issuing air pollution readings, saying it was against the law and diplomatic conventions, in pointed criticism of a closely watched United States (US) embassy index.

The level of air pollution in China's heaving capital varies, depending on the wind, but a cocktail of smokestack emissions, vehicle exhaust, dust and aerosols often blankets the city in a pungent, beige shroud for days on end.

Many residents dismiss the common official readings of 'slight' pollution in Beijing as grossly understated.

The US embassy has installed a monitoring point on its roof which releases



A view of downtown Shanghai on a hazy day is seen on May 15, 2012. A senior Chinese official demanded on Tuesday that foreign embassies stop issuing air pollution readings, saying it was against the law and diplomatic conventions, in pointed criticism of a closely watched United States (US) embassy index. -- PHOTO: REUTERS



Records may have a political dimension which has nothing to do with technical elements or "recordness" of accuracy, reliability and trustworthiness, or even authenticity..

ii. A good recordkeeping system must include appraisal function

Determining the values of records in different stages of record lifecycle: as they are created, being used and becoming semi-current and non-current:

Short Term: usually relating to fiscal obligation

Short to Medium Term: administrative/operational and legal

Long Term or Indefinite: Historical records

Capturing Appraisal (Disposition) decisions

- That is the difference between a recordkeeping system and most of a document management system
- More important to have this feature in eRecordkeeping environment
 - Enable better deployment of limited resources

Deciding government records...

- Importance of the ministry / department / agency within government hierarchy: policy vs administrative (supporting) vs operational
- Breath and diversity of the agency (mandates and functions): regulatory, registration, investigative, sponsoring, communications, marketing, research, active operation. Generally speaking, >functions=higher value

- Size and complexity of the agency which usually translate into the level of impact on society through its activities, and therefore the higher the potential of having records of enduring value.
- For government-wide subjects, there could be duplicate/overlapping records (eg press releases), it is necessary to trace the source of provenance and keep only these.
- **It is not necessary that routine records must always have short retention as they could be a vital source during discovery/Inquiry related to corporate governance matters.**

To re-phrase Shakespeare's famous quote:

‘TO KEEP OR NOT TO
KEEP, THAT IS **NOT**
THE QUESTION.’ *(HAMLET)*

Consistency is the key benchmark of a good appraisal decision

- Appraisal should lead to a consistent selection of records for keeping and destroying – records from the same business activity and serve the same purpose are retained for the same period and likewise destroyed after the same period. Good appraisal is based on routine procedures and rules which are consistently applied.
- These routines make appraisal outcomes more predictable and any mistakes easily traced and corrected.
- **The last point means appraisal is not a one-off exercise!**

Appraisal Outcome: Retention Schedule

- Developing retention schedule is a key activity in recordkeeping as it is the bridge between current, semi-current and non-current (archives) recordkeeping stages.
- Need periodic updating to reflect changes in functions (and the implied responsibilities) of records creators.
- Taking bearing from related/relevant legislations, typically Evidence Act, Income/Corporate Tax Act etc.
- Timely (**actual**) disposition of records (destroyed & archived) is essential.

iii. A recordkeeping system is unlike information or document management system, must include a subject classification scheme

***Based on functions/activities of the creating agency**

***Not just for the purpose of easy to retrieve/locate the “filed” records**

***Because records (unlike documents) are only meaningful (and unique) when they are look at from two perspectives:**

In the context of other records created by the same activity overtime, eg capturing in other formats (eg audio, audiovisuals)

How individual record items have been assembled or aggregated (eg arranged into a “file”) as and when they are created

"[RECORDS] LOSE THEIR SIGNIFICANCE IF THEY ARE DEALT WITH AS A SINGLE ITEMS RATHER THAN AS COLLECTIVE UNITS. PUBLICATIONS [LIBRARY MATERIALS], ON THE OTHER HAND, HAVE A MEANING THAT IS NOT DEPENDENT ON THEIR RELATION TO OTHER ITEMS. EACH PUBLICATION STANDS ALONE."

T R Schellenberg,

The Management of Archives, p 67

The **ABC** of Recordkeeping

The Two **B**road Guiding Principles

i. Understand Realities

The world is not perfect. Same for all recordkeeping environment. Need to manage expectations

Reality-check is an essential thinking process in designing/adopting a recordkeeping system.

Knowing the vulnerability of modern records is equally important!

- Implementation of an electronic recordkeeping system cannot take off without adequate infrastructure: regulated **power supply**, reliable **computer hardware and software** and **communications networks** to ensure non-interrupted transactions and retrieval of such records whenever it is needed.
- **What does reliability really means?**
- **How do we translate it into measureable requirements or specifications?**

ii. Make use of existing tools

“工欲善其事，必先利其器。居是邦也，事其大夫之贤者，友其士之仁者。”《论语·魏灵公》

事 = recordkeeping

器 = vision, policies & procedures

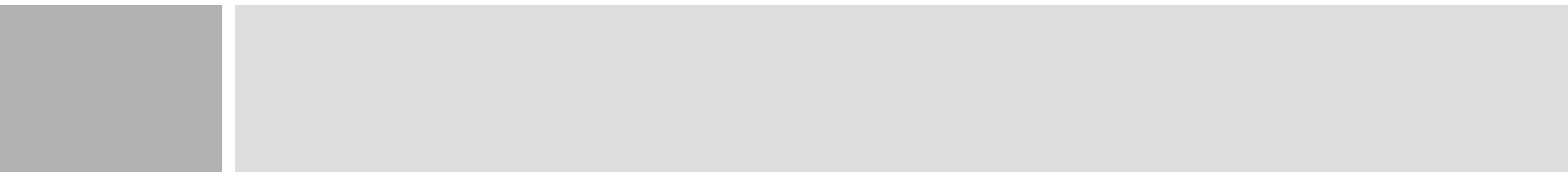
贤者, 仁者 = record creators,
administrators, alliances (increasingly IT personnel).



Laws and Regulations in Recordkeeping

(legal and administrative mandates)

- In many countries, RM is part of a key function of their national archives
- It does not mean that without legislation, one should not care about recordkeeping!
- Other ways working around include establishing formal arrangement between agencies and archives as the latter is always considered a trusted “3rd Party” in keeping corporate history.



As Laws and Regulations are always changing, recordkeeping policies and procedures must be updated/upgraded correspondingly...

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Changes to Evidence Act proposed

By Ambiga Raju | Posted: 30 September 2011 17:47 hrs

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SINGAPORE: The Ministry of Law is proposing amendments to the Evidence Act (EA) to allow computer output evidence to be treated just like all other forms of evidence.

The EA defines "computer output evidence" to mean not just computer print-outs, but also any statement or representation -- whether in audio, visual, graphical, multi-media, printed, pictorial, written or any other form -- which is produced by a computer or translated from a statement or representation so produced.

Currently, computer evidence is subject to a higher threshold for admission because of concerns over reliability.

This applies to documents and print-outs generated by computers, digital sound and video recordings produced by computers and metre readings from electronic devices.

The ministry said stricter requirement imposed on such computer output evidence since 1996 is no longer justified because of technological sophistication.

It added the higher threshold requirement has also presented difficulty, inconveniencing parties seeking to admit electronic evidence in court proceedings.

Another key proposal is on expert opinion.

Evidence is currently restricted to just five areas of specialised knowledge: "Foreign law, science or art, handwriting or finger impressions".

The proposal is to extend this to include evidence on scientific, technical or other specialised knowledge.

The ministry said the current limitations are unnecessarily restrictive in the Singapore context, which no longer adopts a system of jury trial.

It added judges are capable of appreciating the subtleties of expert opinion evidence.

The two other proposed changes are to extend the benefit of legal privilege to in-house legal counsel and to broaden and align the categories of admissible hearsay evidence for both criminal and civil proceedings.

The ministry is inviting interested parties to provide their feedback on the draft consultation paper for the Evidence (Amendment) Bill.



Photos

1 of 1

File photo of the Subordinate Courts

Evidence Act changes passed



by **S Ramesh**

Updated 09:25 PM Feb 14, 2012

SINGAPORE - Singapore's Parliament on Tuesday passed amendments to the Evidence Act which gives the courts the discretion to consider relevant evidence by widening the admissibility of several categories.

These include computer output evidence, hearsay evidence, and opinion evidence.

A rule on the evidence of character in rape cases was repealed, an issue which had been brought up by the women's organisation, AWARE.

Moving the second reading of the Bill, Minister for Law K Shanmugam said the Office for Women's Development under the Ministry of Community Development, Youth and Sports had also given the ministry feedback that this amendment ought to be made.

He told the House that before the amendments to the Evidence Bill were finalised, views from several quarters had been sought.

Among them were professors at the Law Faculty of the National University of Singapore and other legal stakeholders.

Mr Shanmugam said: "These sets of amendments represent today, what we believe to be the best balance we can strike between the use of helpful hearsay evidence and the risk of presenting unreliable evidence before the courts.

"The net result of the amendments is that the courts will have a broader but still structured discretion to deal with hearsay evidence so what we are doing now is not, therefore, to allow in what was previously not allowed but to give the courts the discretion to sieve through the evidence to see which part to be allowed if the judge believes that to be in the interest of Justice in the particular case.

"So we should not approach these cases and the approach to evidence as a series of technical hurdles for the prosecution to jump.

"We must also remember that there is the interest of society in allowing the evidence.

"The judge is in the best place to decide what is relevant and we in Parliament should set out the framework. The fundamental purpose behind this is not to change the ultimate golden thread which is

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- **MPs concerned about removal of caveat**
- **Parliament debates changes to Evidence Act**
- **Rule of law must be adapted to**

(b) by deleting the definition of “document” (including the *Illustrations*) in subsection (1) and substituting the following definitions:

“document” includes, in addition to a document in writing —

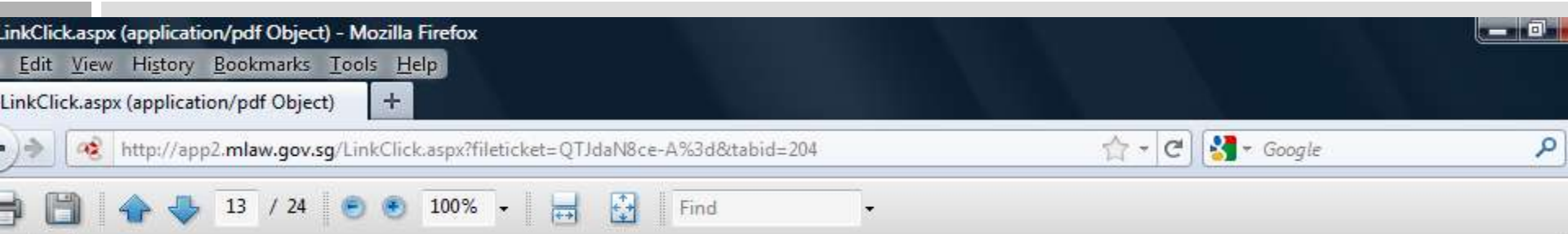
- (a) any map, plan, graph or drawing;
- (b) any photograph;
- (c) any label, marking or other writing which identifies or describes anything of which it forms a part, or to which it is attached by any means whatsoever;
- (d) any disc, tape, sound-track or other device in which sounds or other data (not being visual images) are embodied so as to be capable (with or without the aid of some other equipment) of being reproduced therefrom;
- (e) any film (including microfilm), negative, tape, disc or other device in which one or more visual images are embodied so as to be capable (with or without the aid of some other equipment) of being reproduced therefrom; and
- (f) any paper or other material on which there are marks, impressions, figures, letters, symbols or perforations having a meaning for persons qualified to interpret them;

“electronic record” means a record generated, communicated, received or stored by electronic, magnetic, optical or other means in an information system or transmitted from one information system to another; and

What does “Part of Routine Operation” mean?

- Normal but last minute
- Apply across and not isolated and being selective – repeatability is an essence
- Regular audits and not only when trouble has come
- Corrective actions and documentation as proof of “normalcy”
- Organisational - wide and not only confined to management
- If operation is out-sourced, the vendor must also follow same practice

Illustration on “regular course of business” records

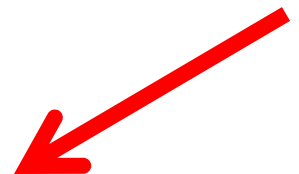


Illustration

5 *A* seeks to adduce evidence in the form of an electronic record or document produced by an electronic device or process. *A* proves that the electronic device or process in question is one that, or is of a kind that, if properly used, ordinarily produces that electronic record or document. This is a relevant fact for the court to presume that in producing the electronic record or document on the occasion in question, the electronic device or process produced the electronic record or document which *A* seeks to adduce.

10 (2) Unless evidence to the contrary is adduced, the court shall presume that any electronic record generated, recorded or stored is authentic if it is established that the electronic record was generated, recorded or stored in the usual and ordinary course of business by a person who was not a party to the proceedings on the occasion in question and who did not generate, record or store it under the control of the party seeking to introduce the electronic record.

15




Illustration

Approved process means...

LinkClick.aspx (application/pdf Object) - Mozilla Firefox
File Edit View History Bookmarks Tools Help
LinkClick.aspx (application/pdf Object) +
http://app2.mlaw.gov.sg/LinkClick.aspx?fileticket=QTJdaN8ce-A%3d&tabid=204
14 / 24 100% Find

not changed with an original in the same proceedings.

10 (5) The Minister may make regulations providing for a process by which a document may be recorded or stored through the use of an imaging system, including providing for the appointment of one or more persons or organisations to certify these systems and their use, and for any matters incidental thereto, and an “approved process” in subsection (6) means a process that has been approved in accordance with the provisions of such regulations. 

15 (6) Where an electronic record was recorded or stored from a document produced pursuant to an approved process, the court shall presume, unless evidence to the contrary is adduced, that the electronic record accurately reproduces that document.

20 (7) The matters referred to in this section may be established by an affidavit given to the best of the deponent’s knowledge and belief.”

New section 128A

14. The Evidence Act is amended by inserting, immediately after section 128, the following section:

25 **“Communications with legal counsel in entity**

128A.—(1) A legal counsel in an entity shall not at any time be permitted, except with the entity’s express consent, to

Authentication

(b) by deleting *Illustration (c)*.

New section 67A

11. The Evidence Act is amended by inserting, immediately after section 67, the following section:

5 **“Proof of documents in certain cases**

67A. Where in any proceedings a statement in a document is admissible in evidence by virtue of section 32(1), it may be proved by the production of that document or (whether or not that document is still in existence) by the production of a copy of that document, or of the material part of it, authenticated in a manner approved by the court.”.

10

Amendment of section 68A

12. Section 68A of the Evidence Act is amended —

15 (a) by deleting the words “, computer output or other explanatory material” in subsection (1) and substituting the words “or other explanatory material, in electronic or other medium.”; and

 (b) by deleting the words “in any form, including computer output” in subsection (3)(a) and substituting the words “in

Standards (national & international) could be another type of tools to be tapped..

The screenshot shows a web browser window with the address bar displaying www.ica.org/12263/news-et-events/iso-tc46sc11-records-and-archives-last-developments.html. The page title is "ISO TC46/SC11 Records and Archives: last developments". The date added is "19 January 2012". The main content area has a sub-header "New standards series" and a blue exclamation mark icon. The text discusses the publication of two new ISO standards (ISO 30300:2011 and ISO 30301:2011) and the ISO 30300 series' focus on managing records. A list of bullet points follows, detailing the standards and their adoption. A right-hand sidebar titled "Digital Recordkeeping Programme" contains a list of news items and resources.

ICArchives : News et events x

← → ↻ www.ica.org/12263/news-et-events/iso-tc46sc11-records-and-archives-last-developments.html

娱乐视频--人民电视... 人民播客 小六砖头镇--人民电... 文化专题汇总--人民... 凤凰网 文涛拍案_卫视_凤凰... 锵锵三人行_卫视_凤... Not quite an entry a... ST The Stra

ISO TC46/SC11 Records and Archives: last developments

Date Added: 19 January 2012

New standards series and the review of ISO 15489

New standards series

Recently two new standards in the field of managing records have been published. These are:

- ISO 30300:2011, Management systems for records – Fundamentals and vocabulary
- ISO 30301:2011, Management systems for records – Requirements.

(see http://www.iso.org/iso/catalogue_detail?csnumber=53732)

The ISO 30300 series of International Standards focuses on the implementation and operation of an effective MSR to ensure that authoritative and reliable information about, and evidence of business decisions and actions are created, managed and made accessible to those who need it, for as long as required. This is fundamental to addressing the challenges of the rapidly changing operational environment, and for supporting corporate accountability, risk management and social responsibility for organizations of any type or size.

The ISO 30300 series is a new addition to the management systems standards group. There has been a long-standing global interest in and adoption of standards relating to records management as shown by:

- the use of ISO 15489-2001 Information and documentation – Records management by over 50 countries and translated into 22 languages across the developed and developing world. ISO 15489 is understood to be in the top of ISO standards sales
- a demand for certification of organizations as formal demonstration of good records management
- the emergence of legislation relating to, or including the management of records.

Internationally ISO 15489 and related products are widely adopted by developed countries in support of good governance and effective business operations. They are gaining increased interest from and adoption by governments of developing nations that are seeking to demonstrate improvements in governance, accountability and appropriate administration to their communities and the wider world.

Digital Recordkeeping Programme

- News et events
 - ISO TC46/SC11 Records and Archives: last developments
 - The AoM new version is available
 - 2011 international PV Conference: report from the ICA expert
 - "Aligning national approaches to digital preservation"
- Activities and projects
- Digital recordkeeping programme resources

Standards (national & international) could be another type of tools to be tapped..

iso.org/iso/iso_technical_committee.html?commid=48856

ICA, IRMT, InterPARES

Subcommittees/Working Groups:

Subcommittee/Working Group	Title
TC 46/SC 11/SWG	Program coordination group <i>The convener can be reached through the secretariat</i>
TC 46/SC 11/WG 1	Metadata <i>The convener can be reached through the secretariat</i>
TC 46/SC 11/WG 3	Access frameworks - STANDBY <i>The convener can be reached through the secretariat</i>
TC 46/SC 11/WG 4	Self assessment guide - STANDBY <i>The convener can be reached through the secretariat</i>
TC 46/SC 11/WG 5	Records management (Revision of ISO 15489-1 and ISO/TR 15489-2) <i>The convener can be reached through the secretariat</i>
TC 46/SC 11/WG 6	Work Process Analysis for recordkeeping
TC 46/SC 11/WG 7	JWG on Digital records preservation <i>The convener can be reached through the secretariat</i>
TC 46/SC 11/WG 8	Records management systems Fundamentals and Vocabulary <i>The convener can be reached through the secretariat</i>
TC 46/SC 11/WG 9	Records management fundamentals - Requirements <i>The convener can be reached through the secretariat</i>
TC 46/SC 11/WG 10	Implementation Guidelines for Digitization of Records <i>The convener can be reached through the secretariat</i>
TC 46/SC 11/WG 11	Risk assessment for records systems <i>The convener can be reached through the secretariat</i>
TC 46/SC 11/WG 12	Digital records conversion and migration process <i>The convener can be reached through the secretariat</i>

Joint working groups under the responsibility of another committee:





[TC 171/SC 2/WG 5](#) Joint TC 171/SC 2 - TC 42 - TC 46/SC 11 - TC 130 WG: Document management applications - Application issues - PDF/A

7:41 PM
17-May-12

[ISO Store](#)
[ISO Standards](#)
[By ICS](#)
[»By TC](#)
[How to use the ISO Catalogue](#)
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TC 171/SC 2 - Application issues

Items to be displayed:

-  Published standards
  Standards under development
-  Withdrawn standards
  Projects deleted (last 12 months)

Standards and projects under the direct responsibility of TC 171/SC 2 Secretariat

Standard and/or project	Stage
<input checked="" type="checkbox"/> ISO 3272-1:2003 Microfilming of technical drawings and other drawing office documents – Part 1: Operating procedures	90.93
<input checked="" type="checkbox"/> ISO 3272-1:2003/Cor 1:2009	60.60
<input checked="" type="checkbox"/> ISO 3272-2:1994 Microfilming of technical drawings and other drawing office documents – Part 2: Quality criteria and control of 35 mm silver gelatin microfilms	90.93
<input checked="" type="checkbox"/> ISO 3272-3:2001 Microfilming of technical drawings and other drawing office documents – Part 3: Aperture card for 35 mm microfilm	90.93
<input checked="" type="checkbox"/> ISO 3272-4:1994 Microfilming of technical drawings and other drawing office documents – Part 4: Microfilming of drawings of special and exceptional elongated sizes	90.93
<input checked="" type="checkbox"/> ISO 3272-6:2000 Microfilming of technical drawings and other drawing office documents – Part 6: Quality criteria and control of systems for enlargements from 35 mm microfilm	90.93
<input checked="" type="checkbox"/> ISO 4087:2005 Micrographics – Microfilming of newspapers for archival purposes on 35 mm microfilm	90.93
<input checked="" type="checkbox"/> ISO 6148:2001 Photography – Micrographic films, spools and cores – Dimensions	90.93
<input checked="" type="checkbox"/> ISO 6199:2005 Micrographics – Microfilming of documents on 16 mm and 35 mm silver-gelatin type microfilm	90.93



The **ABC** of Recordkeeping

A **C**autious Approach

Imperfectly Seizing the Unknown

My Approach

KISS and HUG **Principles**

The KISS

- “Keep It Simple, Stupid”
 - Keeping records is a chore to many, keeping record filing procedures simple (and easy) will help encouraging willing minds.
 - It helps if the design is based on existing work habits rather than a completely new set of rules
 - End of the day, it is also how the system would work that matters most rather than how impressive it may look.

The HUG

- **Hybrid** is likely to be the way to go – reality is that we are unlikely to toast away paper and other forms of records (audio and audio-visual) in our collection holdings.
- **Utilitarian** – functions based on needs rather than desire (20% effort solving 80% problems)
- **Generic** (and open) as far as possible to ensure easy records (and metadata) migration/export

The Three (obvious) Options

- Build from Ground Zero (1980s belief, via ISP (information system planning)
 - we have more time, more resources
 - there aren't that many choices
- Buy ready-made (many users ended up with information (at best document) management systems
- Adopt and Adapt – lots of customisation & integration and some degree of new development works

Build from ground-zero or adapt something ready-made?

- How unique are your requirements (security, functionalities etc)?
- How big are you (that you could command compliance)?
- How much resources (not just \$\$\$) can you afford to pour in?
- Going open source is increasingly the norm, but to me it is more important to ensure the records (content & metadata) could be exported/migrated out accurately.
 - Like buying fire insurance for your house, what kept inside could be more valuable than the shell!



Out-source or in-house?

- “ Ask not what the vendor (or solution provider) can do, but what he or she could do to meeting the needs of the organisation (immediate, near-term and long-term)
- Security consideration
- Urgency (may not be within one’s control)
- Cost effectiveness
 - Cost (including maintaining it)
 - Manpower resource (turn-over, knowledge & skills being retained/expanded/updated)



My views

(based on practical experiences – including mistakes made)

- A mixed of strategy of outsource and in-house is inevitable for most agencies, for good performances (speed, reliability etc).
- Core competency & Mission may not warrant building a system in-house
- But without knowledge, how does one QC what the vendor did and how to direct direction and expectations?



Be sustainable:

- Is not once-off (big or small) investment of building it – can you afford to maintain it at reasonable recurrent cost?
 - Keeping records in digital form may seem cheap as storage cost has been increasingly lower for the last decade
 - Hidden costs could be high – the ability for long term access due to rapid technological changes (media, format, integrity of recorded information etc)
- Is not only able to meet current (as built) functional and operational needs – can it cater to changing needs within reasonable timeframe? More importantly, can the records be migrated out and remained authentic, accurate and reliable?
- Is not entirely depended on it (all eggs in one basket) – what is your parallel back up system?

Illustration of a e-recordKeeping system based on email records as the dominated form of business transaction

- Implemented in Apr 2006 (rested on Lotus Notes email platform), current version (2.x) supports MS Outlook.
- Comply with ISO 15489 Records Management Standard. Seamless integration with email system and allow ease of e-filing and searching of emails as part of agency's record keeping system.
- Improve work processes by reducing clutter and mailbox quota in officers' workspaces, when records which have been e-filed are deleted from officers' workspaces
- Enable NAS to set retention period and disposal action for important e-folders at the creation stage which will eventually be archived for permanent preservation.
- Security features include measures to prevent action officers to amend records once they have been e-filed into the system, audit trail of transactions stating action officers who e-filed and deleted records, officers who viewed, copy, retrieved records from the system as well as those who created new file titles and new roles in the system, converting emails to graphic format.

DIFFERENT STAGES OF RECORDKEEPING

Agency
(creation, usage
and back-up)

Agency-
archives joint
appraisal &
establishing
retention
schedule

Archives taking
custody of records
appraised to be of
long term archival
values, reformatting
to archival storage
media, managing
them in
environmentally
controlled
repository.

Archives should advise filing, classification system & records format(s). When necessary, storing of backup copy of vital records to reduce risk

Future
Reference

Workflow & Connectivity

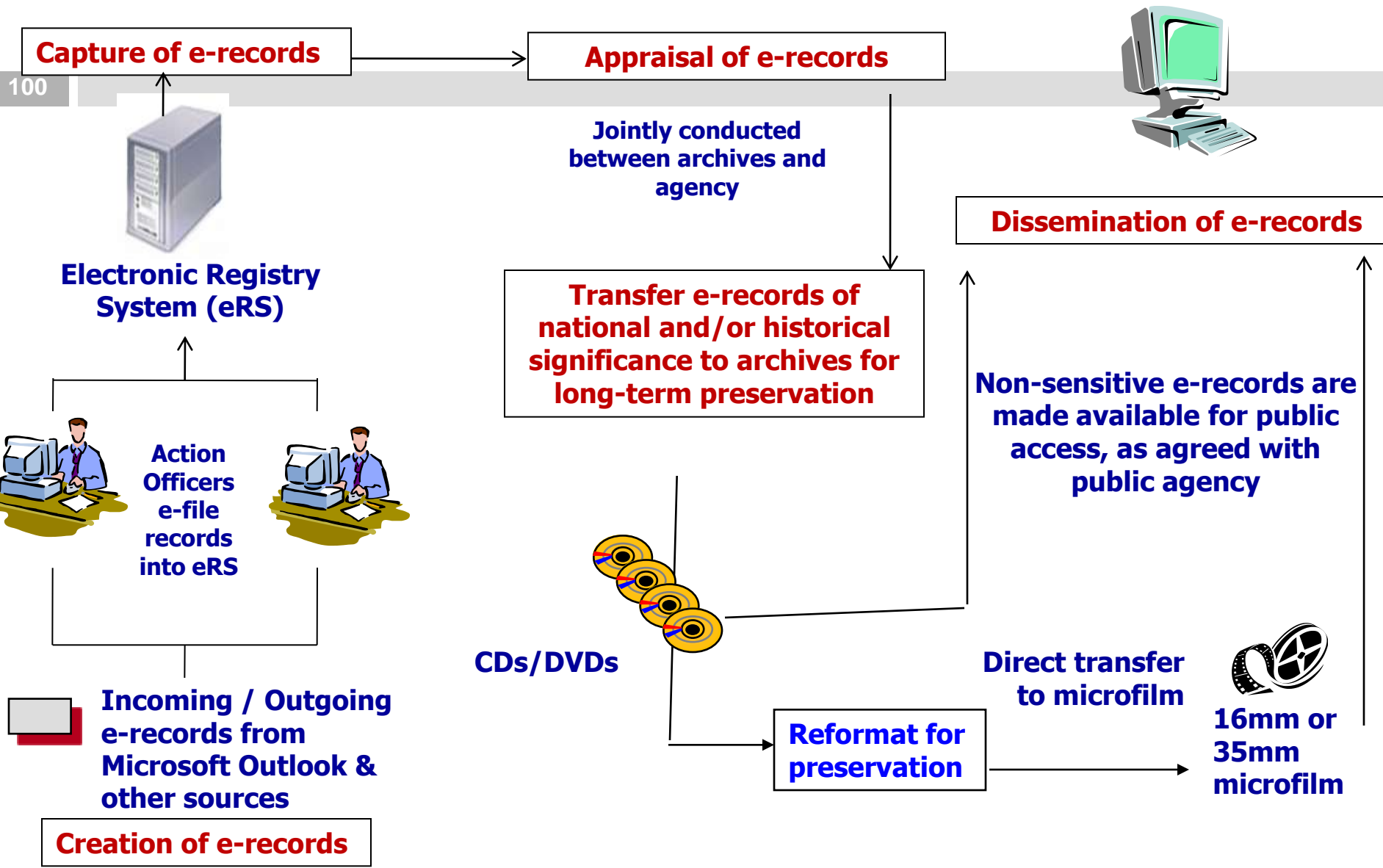
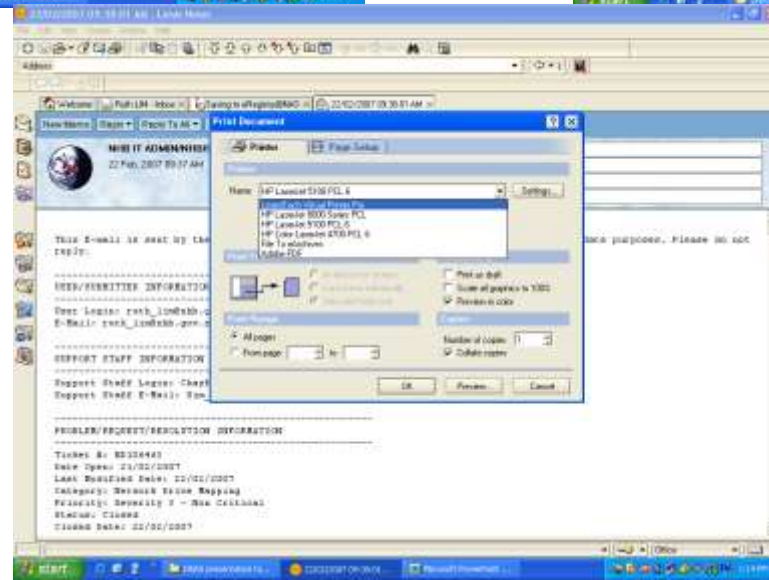
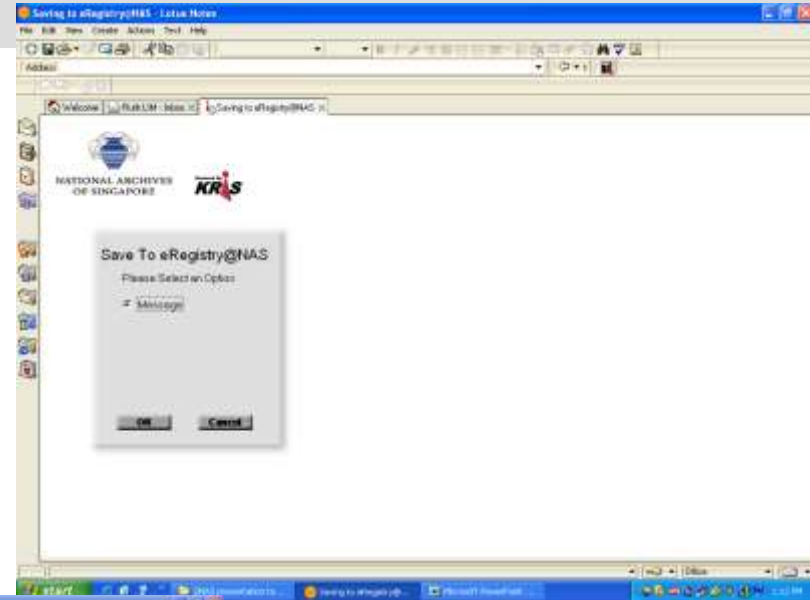
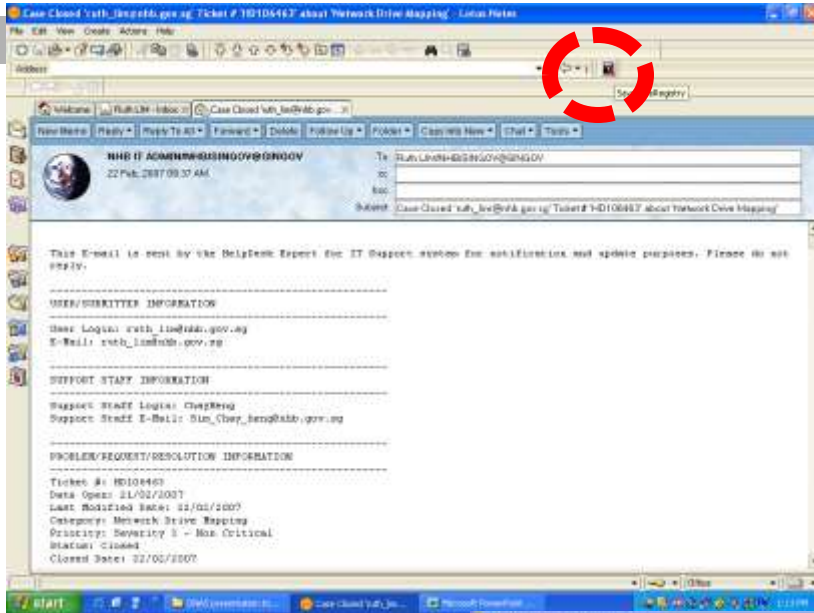


Illustration: Filing of email directly from Microsoft Outlook (2009-)

The illustration shows the following steps:

- Step 1:** In the Outlook 'Inbox', an email is selected. The 'File' menu is open, and the 'Move To' option is circled in red.
- Step 2:** The 'Move To' dialog box is displayed, showing the 'Inbox' folder selected as the destination.
- Step 3:** The email is now filed in the 'Inbox' folder. A red arrow points to the 'Inbox' folder name in the left-hand pane.

Illustration: Filing of email directly from Lotus Notes (2006-2009)



Role-based..

The screenshot displays the KRIS Organisation Chart 3.1.0.4 web application. The browser title is "KRIS Organisation Chart 3.1.0.4 - Microsoft Internet Explorer provided by National Heritage Board". The address bar shows "http://10.203.2.21/orgchart3/". The application header includes "Home", "Search", "Help", and "Log Off" links. The main content area is titled "Organisation Chart.net" and shows a navigation pane on the left with a tree view of roles. The "AM(Estates)" role is selected. The main pane displays the "Adding a New Role under the Role: AM(Estates)" form. The form has two tabs: "Role properties" (active) and "Cabinet properties". The "Role properties" tab contains fields for "Role Name:", "Description:", "Security Grading:" (with a dropdown menu), and "Department:" (with a dropdown menu). Below these are three sections: "Name of Officers", "Trusted Cabinets", and "Trusted Subjects". The "Name of Officers" section has an "Available" list of names (alisonkok, caroline, cheehuan, chooeng, claire, eileenng, elainegoh, elsiely, france, gayathri, graceli, gracetang, guanhook, huiwen, hwaifey) and an "Add ->" button. The "Trusted Cabinets" and "Trusted Subjects" sections are currently empty. At the bottom of the form are "Save" and "Cancel" buttons. The status bar at the bottom of the application shows "KRIS Organisation Chart 3.1.0.4" and "ruthlim last logon on the 1/1/0001 12:00:00 AM".

Home -> Adding a New Role under the Role: AM(Estates)

Role properties | Cabinet properties

Role Name:

Description:

Security Grading: Please select one

Department: Please select one

Name of Officers | Trusted Cabinets | Trusted Subjects

Available

- alisonkok
- caroline
- cheehuan
- chooeng
- claire
- eileenng
- elainegoh
- elsiely
- france
- gayathri
- graceli
- gracetang
- guanhook
- huiwen
- hwaifey

Chosen

Add ->

<- Remove

Save Cancel

Enter info about new user role

Roles link to subject classification

The screenshot shows the KRIS File Reference 3.1.0.4 web application. The browser title is "KRIS File Reference 3.1.0.4 - Microsoft Internet Explorer provided by National Heritage Board". The address bar shows "http://10.203.2.21/fileref3/". The page content includes a navigation menu with "Home", "Search", "Help", and "Log Off". The main heading is "Home -> Add New File Reference ...".

The form contains the following fields:

- File Classification: **Accommodation**
- * + File No.:
- * File Title:
- + File Type: **Electronic** (dropdown)
- * Security Grading: **Please select** (dropdown)
- * Security Method: **Please select** (dropdown)
- Access List: **View/Edit** (button)
- File Status: **Open** (dropdown)
- Date Created: **3/9/2007 12:55:45 PM**
- Date Closed:
- Retention Period: **View/Edit** (button)
- * Disposal Action: **SoftCopy: Please select** (dropdown) **HardCopy: Please select** (dropdown)
- Physical File Location:
- Remarks:
- Previous File No.:

At the bottom of the form, there are "Save" and "Cancel" buttons. A legend indicates "* - Compulsory Fields" and "+ - Non editable Upon Saving". The footer shows "KRIS File Reference 3.1.0.4" and "ruthlim last logon on the 3/9/2007 12:51:48 PM".

On the right side of the image, a text box contains the text "Enter info about new File Title". Red arrows point from this text box to the "File Title" field, the "File Type" dropdown, the "Security Grading" dropdown, the "Security Method" dropdown, the "Access List" button, the "Retention Period" button, and the "Disposal Action" dropdowns.

Role and classification link to access

The screenshot displays the KRIS File Reference 3.1.0.4 web application in Microsoft Internet Explorer. The browser address bar shows <http://10.203.2.21/fileref3/>. The page title is "File Reference.net" and the breadcrumb trail is "Home -> Edit File Reference ...".

The main content area shows a tree view on the left with "Accommodation" selected. The right side displays the "Edit File Reference" form with the following details:

- Subject: **Accommodation**
- * + File No.: AC-000
- * File Title: Accommodation - Policies and Procedures

An "Access List" dialog box is open, showing the "Groups" tab. The dialog has two panes: "Available GroupRoles" and "Chosen GroupRoles".

Available GroupRoles:

- 01A Director & DDs
- 02 Manager Grp
- 05 Records Mgt Grp
- 06 Archives Svcs Grp
- 07 AV & Exhibit Grp
- 08 Oral History Grp
- 09 Conservation Grp
- 10 Sales Counter Grp
- 11 Lib Service Grp
- 12 Automation Grp
- 13 Outreach Svcs Grp
- 14 FF Proj Team Grp

Chosen GroupRoles:

- 01 DDs & ADs Grp
- 03 Registry Grp
- 04 Admin & Est Grp

The "Permissions" section for the "Groups" tab is checked and includes:

- Full Access
- View Profile
- Edit Profile
- View Document
- Retrieve Document
- Edit Document
- Copy
- Delete
- Control Access

The dialog also includes an "Inherit from Org Chart" checkbox (unchecked) and "Ok", "Cancel", "Save", and "Cancel" buttons.

The status bar at the bottom shows "KRIS File Reference 3.1.0.4", the URL <http://10.203.2.21/fileref3/webforms/editAccessList.aspx?FileID=13338&SecLvl=20&ComptID=38>, and the date/time "7/14/2008 5:14:09 PM".

Access and security

- Are records being protected against unauthorised access, changed or substituted? And for how long?
- **Levels of access should be role-based and linked to classification scheme**
 - Viewing metadata of records only
 - Viewing records (of varied security grading) only
 - Viewing records + output (download/copy, printing)
 - Viewing records + output + request for deletion due to misfiling or duplicate filing
 - Deletion of records with audit trail (usually for system administrator only)
- **Use of electronic lock/ encryption – ought to differentiate between the need to authenticate access integrity during transmission vis-à-vis long term access – otherwise it is as good as locking the archived records using a key made of dry ice!**

Types of Access (normal)

The screenshot displays the KRIS File Reference 3.1.0.4 web application in Microsoft Internet Explorer. The browser address bar shows <http://10.203.2.21/fulref3/>. The page title is "File Reference.net" and the breadcrumb is "Home -> Edit File Reference ...".

The main content area shows the "Subject: Accommodation" and "File No.: AC-000". The "File Title" is "Accommodation - Policies and Procedures". A tree view on the left shows a hierarchy of folders under "Accommodation", with "AC-000" selected.

An "Access List" dialog box is open, showing the "Groups" tab. The "Permissions" section is set to "Normal Access". The "Chosen GroupRoles" list includes "01 DDs & ADs Grp", "03 Registry Grp", and "04 Admin & Est Grp". The "Available GroupRoles" list includes "01A Director & DDs", "02 Manager Grp", "05 Records Mgt Grp", "06 Archives Svcs Grp", "07 AV & Exhibit Grp", "08 Oral History Grp", "09 Conservation Grp", "10 Sales Counter Grp", "11 Lib Service Grp", "12 Automation Grp", "13 Outreach Svcs Grp", and "14 FF Proj Team Grp".

The "Permissions" section is checked for "View Profile", "Edit Profile", "View Document", "Retrieve Document", "Edit Document", and "Copy". The "Delete" and "Control Access" permissions are unchecked. The "Inherit from Org Chart" checkbox is also unchecked.

The dialog box has "Ok" and "Cancel" buttons. The browser status bar shows the URL <http://10.203.2.21/fulref3/webforms/editAccessList.aspx?FileID=1333&SecLvl=20&ComptID=38> and the date/time "7/14/2008 5:14:09 PM".

Type of Access: Read only

The screenshot displays the KRIS File Reference 3.1.0.4 web application in Microsoft Internet Explorer. The browser window title is "KRIS File Reference 3.1.0.4 - Microsoft Internet Explorer provided by National Heritage Board". The address bar shows "http://10.203.2.21/fileref3/". The main content area is titled "Home -> Edit File Reference ..." and shows a form with the following fields:

- Subject: **Accommodation**
- * + File No.: AC-000
- * File Title: Accommodation - Policies and Procedures

An "Access List" dialog box is open, showing permissions for the "AC-000" file. The dialog has tabs for "Roles", "Group Roles", "Individuals", and "Groups". The "Groups" tab is selected, and a red box highlights the "Read Only" dropdown menu and the "View Profile", "View Document", "Retrieve Document", "Copy", and "Control Access" checkboxes. The "Available GroupRoles" list includes:

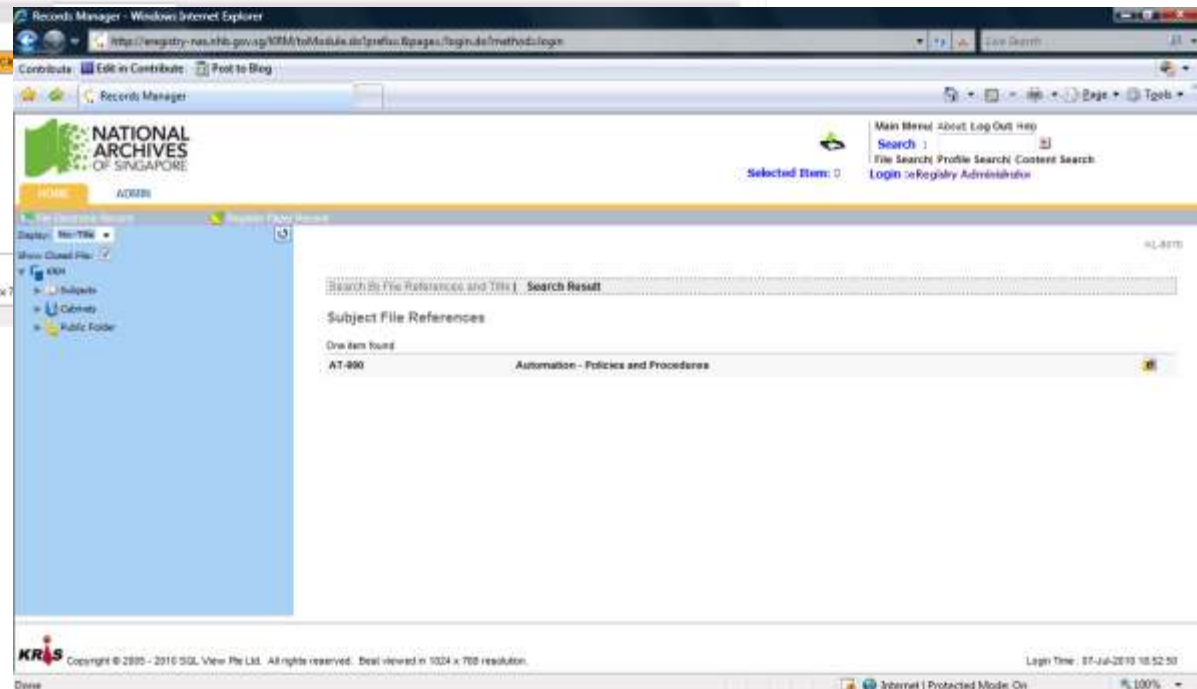
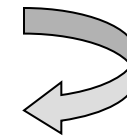
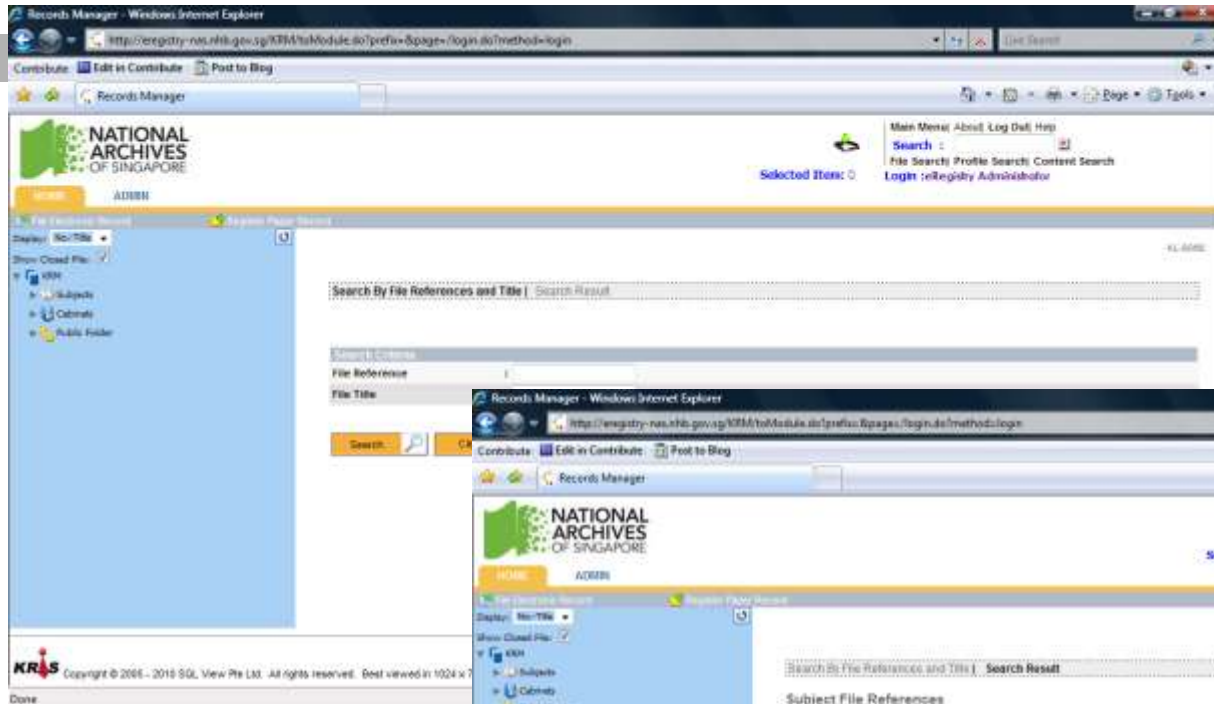
- 01A Director & DDs
- 02 Manager Grp
- 05 Records Mgt Grp
- 06 Archives Svcs Grp
- 07 AV & Exhibit Grp
- 08 Oral History Grp
- 09 Conservation Grp
- 10 Sales Counter Grp
- 11 Lib Service Grp
- 12 Automation Grp
- 13 Outreach Svcs Grp
- 14 FF Proj Team Grp

The "Chosen GroupRoles" list includes:

- 01 DDs & ADs Grp
- 03 Registry Grp
- 04 Admin & Est Grp

The "Inherit from Org Chart" checkbox is unchecked. The dialog box has "Ok" and "Cancel" buttons. The status bar at the bottom shows the URL "http://10.203.2.21/fileref3/webforms/editAccessList.aspx?FileID=1333&SecLvl=20&ComptID=38" and the time "7/14/2008 5:14:09 PM".

Search modes cater to different levels of retrieval



Based on “habit” again...

Records Manager - Windows Internet Explorer
http://eregistry-nas.nhb.gov.sg/KRM/toModule.do?prefix=&page=/login.do?method=login

NATIONAL ARCHIVES OF SINGAPORE

HOME ADMIN

File Electronic Record Register Paper Record

Display: No.-Title

Show Closed File:

KRM

- Subjects
- Cabinets
- Public Folder

Main Menu Administrator Setting

Main Menu

Quick Access Link

- Recently Accessed Files
- Search by File Reference and...
- Search by Profile Field
- Search by Content
- File Electronic Record
- Register Paper Record

Welcome Page Selection

Default Page as: Main Menu

Save

KRIS Copyright © 2005 - 2010 SQL View Pte Ltd. All rights reserved. Best viewed in 1024 x 768 resolution.

Login Time : 07-Jul-2010 18:52:50

File Classification
Tree on the Left

‘Recently Accessed Files’
ranks top

Uncommon/proprietary File Formats

- ❑ To be inclusive or exclusive? (“It’s the economy, stupid!”)
- ❑ Need to exclude so as to prevent technological time locks:
 - ❑ rpmsg (Restricted-Permission Microsoft Outlook e-mail message);
 - ❑ dat (Generic data file) created by a specific application; typically accessed only by the application that created the file; may contain data in text or binary format;
 - ❑ text-based DAT files which can be viewed only in a text editor
 - ❑ Zipped files (need to be unzipped before e-filing)
 - ❑ technically complex databases such as GIS and 3D architectural models

What about the “backlog”?

A question always asked....

A story of “More is Less”

The Story of Peking University's three iconic landmarks



北大的三
大地标：
一塔湖图
(一塌糊涂)

Universal Checklist for Recordkeeping System

- Conforms to law - legal and statutory obligations
- Supports corporate governance - accountability and transparency
- Complies with standards and codes of practices (ethical or industry-based)
- A recordkeeping system may not necessary cater to archival needs (long term access to records beyond the minds of record creators). Is that your responsibility too? If not, at least should provide a gateway to facilitate transfer to the archives (whether internal or state archival body)
- Longer term view - beyond administrative and legal requirements as information need may continue to exist, be it in its original shape or reformatted form. This will be covered in the next few slides.

What does “preserving” dynamics (hyper-link, formula etc) of electronic records really mean from the archives perspective?

- How long could they last?
- How to resolve dead-link issues in a real (progressive, moving on etc) world that hardly bothers to look back?
- The difference between knowing the (once) existence of the link (and what purposes does it serve) vs keeping alive the link forever

One coin, two sides?

Longer term view – beyond administrative and legal requirements as information need may continue to exist, be it in its original shape or reformatted form.

This is not the same as backing up of vital records!

3. Preservation Options

a.k.a risk management from an archival perspective

Julia Gillard's shoe held to ransom by Aborigine protesters

Aborigine protesters have brandished the shoe lost by Julia Gillard as she was rescued from a violent rally, claiming they want it to be the symbol of a move to "give us back our country".



“I'm in the fortunate situation where I am a woman with a few pairs of shoes.”

**-Julia Gillard
Australian PM**



Using the “shoes” analogy in the management of modern records and archives...



- **There is no such thing as one-size shoes that could fit all.**
 - It is unrealistic to expect a ready-made or even made-to-order electronic record keeping application that could meet all needs within an organisation, let alone across the entire civil service.



- **It is highly probable that one has to buy many pairs of shoes in his or her lifetime.**
 - All digital solutions become dated as soon as they are implemented, majority have relatively short lifespan due to technological obsolescence or changing functions/workflow.



- **One will probably need to wear other footwear besides shoes.**
 - Records created digitally need not be managed digitally throughout the entire record lifecycle. We cannot count on digital media and formats to fully meet long term preservation needs – reliability, authenticity, accuracy, trustworthiness of records and their carriers. We should focus on the records rather than the technologies.

黑纸白字的时代尚未过去。。。



Friday, January 06, 2012

Hordes of worried customers flock to DBS and POSB branches after news of fraudulent withdrawals spread

Yahoo! Singapore News, 6 Jan 2012



Snake-like queues were spotted at DBS and POSB branches and passbook update machines around the island on Friday morning after DBS said it is investigating a total of over \$200,000 worth of unauthorised withdrawals.

Online customers also reported having encountered difficulties in logging on to their internet banking accounts since Thursday night.

When Yahoo! Singapore dropped by the POSB branch at Tanjong Pagar, a queue of around 40 people was spotted with most of the customers checking for potential fraudulent deductions from their bank account. [Full story](#)

Related:

Asia's safest bank DBS got hacked, now no longer the safest - [izreloaded.blogspot.com](#)

DBS Bank: "Safest Bank in Asia 2009, 2010 and 2011" - [alvinology.com](#)

Posted by admin at Friday, January 06, 2012

5 most read articles in the last 7 days:

Grace Fu's comments on pay cuts spark public outrage

Yahoo! Singapore News, 5 Jan 2012 "When I made the decision to join politics in 2006, pay was not a key factor. Loss of privacy, public scr...

Unemployed 53-year-old Singaporean with NUS engineering honours degree turns to scavenging trash to feed his family

Omy.sg, 5 Jan 2012 每天清晨垃圾遍翻旧物，工程师给拉圾养一家7口，工程师给拉圾养一家7口，每天清晨赶到垃圾堆翻箱，忍受臭味和白眼！53岁的许先生毕业于国立工程系荣誉班，他在社会闯荡几年后，于1993年在一家大公司谋得高职，一做就是14年。 Full...

SMRT CEO Saw Phaik Hwa resigns

Yahoo! Singapore News, 6 Jan 2012 Transport operator SMRT's chief executive officer Saw Phaik Hwa announced her resignation from the corpor...

PA Grassroot leader. More suicides in Bedok Reservoir after Workers' Party win

TR Emeritus, 31 Dec 2011 Link Related: Sear Hock Rong - PA's Youth movement

DBS and POSB hit by rash of fraudulent withdrawals

Yahoo! Singapore News, 5 Jan 2012 DBS and POSB said they were investigating unauthorised withdrawals after the banks' customers reported se...

What Bloggers Say

TR EMERITUS

Unemployed NUS graduate decides to become "Kerung gun" man - An engineer who was retrenched in 2007 had to resort to scavenging for rubbish to make a living and support his family of 7. 53-year-old Mr Koh is an engin... 5 hours ago

B Temasek Revealed

PEOPLE ACTION PARTY ROCKING - Everyday I'm shuffling lesser mortal Singaporeans with CPF, NS, ERP, CDE, HDB, foreigners, floods, train breakdowns and many more! Rock cha Milan

NKF lawsuit battle lines drawn

Questions to be addressed as trial opens today

BY A HUI
LAWRENCE@SINGAPORE.COM

WHEN a judge will be asked 2nd Senior District Judge Theodor Weimer (SDJ) had to hear the 77 days trial of NKF's case.

The suit is one of the first in a new wave of cases involving NKF's alleged mismanagement of the NKF's assets, which has been going on for years.

The judge will be asked to hear the case of NKF's assets, which has been going on for years. The judge will be asked to hear the case of NKF's assets, which has been going on for years.

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‘Paper Trail: the unloading of boxes of documents – part of the total of 270,000 pages – at the Supreme Court for the NKF case.’



THIS WEEK'S REAL DEAL

ROMANTIC GETAWAYS

50

WISA

Get now

Buy now! Only for a limited time!

Buy now! Only for a limited time!

Buy now! Only for a limited time!

Buy now! Only for a limited time!

Buy now! Only for a limited time!

...the judge will be asked to hear the case of NKF's assets, which has been going on for years. The judge will be asked to hear the case of NKF's assets, which has been going on for years.

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Tue, Feb 19, 2008
The Straits Times

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CAD called in to probe Ren Ci's finances

THE probe into Ren Ci Hospital's finances has taken a more serious turn, with Singapore's white-collar crime busters called in to look at questionable transactions in its books.

The Buddhist charity, the second largest under the purview of the Ministry of Health (MOH), was unable to explain some of its deals satisfactorily, Health Minister Khaw Boon Wan told reporters yesterday.

'There may be wrongdoing, there may not be. I do not know,' he said, urging patience while the Commercial Affairs Department (CAD) does its work. 'It is important to let the investigators do their job. Let's not speculate or jump to conclusions because that would not be fair to Ren Ci and the individuals involved.'

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CAD called in to probe Ren Ci's finances

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Train breakdowns worsen exam fever



by Ng Jing Yng

04:45 AM Apr 19, 2012

SINGAPORE - With the universities starting their exams, some undergraduates like Ms Tan W J, 22, are sweating over the prospect of reporting late at the exam halls - no thanks to the recent spate of MRT disruptions, the latest of which crippled services between eight Circle Line stations for two-and-a-half hours and affected 18,000 commuters.

In fact, Ms Tan, a second-year business student at the Nanyang Technological University (NTU), is contemplating either asking her father to give her a lift or leaving her home an hour earlier than usual.

"I am very worried that something is going to happen that day ... there should be special allowance as many of us stay far from school and taxis will be hard to get during train disruptions too," said Ms Tan, who will be sitting for her first paper on Saturday.

Other undergraduates Today spoke expressed similar concerns that they could be barred from taking their papers for being late because of major train disruptions, even though SMRT will provide an excuse chit, like the one pictured, for affected commuters who request for it.

The Singapore Management University (SMU) has started its exams while NTU will do so on Friday.

Exams for undergraduates at the National University of Singapore (NUS) begin today. And yesterday, NUS sent an internal circular reminding students to "plan your schedule to



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Keeping records in virtual space

- Not so much a technical issue...as technology has already arrived and maturing by days.
- Nor cost (although many see it that way), as it is also dropping by days.
- But a matter of trust (reliable, secured, etc).
- And risks that need balancing – **wrong access, no access!**



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Grid

- Originates from academia
- Federation of super computer to yield processing power
- Cross-organizational sharing, thus security is also a prime concern
- Diversity in nature: good (re-use of existing hardware) and bad – scalability and stability resulting from mixed of OS etc)

Cloud

- Promoted by IT industry, commerce service, thus usually a single-service provider, also high degree of “standardisation” (good and bad)



Sharing of information resource is not the same as preserving information for long term access

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SINGAPORE NEWS

A- A+

IDA urges S'pore businesses to take up cloud computing

Posted: 15 May 2012 2255 hrs

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SINGAPORE: The government is taking the lead when it comes to the adoption of cloud computing.

The Infocomm Development Authority Singapore (IDA) said it has awarded a key tender to allow Singapore's first private computing cloud infrastructure for all government bodies to be rolled out by the end of this year.

With cloud computing, data and IT services can be retrieved via Internet applications and available on demand.

To provide cloud computing resources across the government, the IDA has awarded its first Government Cloud - the G-Cloud - tender to SingTel for five years, with an option to extend for another five years.

Besides being efficient and scalable, the G-Cloud will allow government agencies to deliver services securely and quickly on demand.

It will also bring about cost savings through the standardisation and sharing of computing resources and applications.

According to a study commissioned by IDA, Singapore is ranked third after Australia and Japan, in terms of cloud adoption in the Asia Pacific region.

IDA said it will continue to roll out various initiatives to encourage companies to adopt cloud computing.

Besides launching its fifth call for Cloud Computing Proposals, IDA said they are also working to address cloud security concerns.

Khoong Hock Yun, assistant chief executive officer (Infrastructure & Services Development Group) at IDA Singapore, said: "We have worked with the IT standards committee to put in place various guidelines on use of cloud computing for end users as well as service providers. We are also at the same time working on a standard which hopefully can be an auditable standard so that when end users look at a company or service with a requisite compliance to standard, they will feel a trust."



Photos 1 of 1 < ||

Video



IDA urges S'pore businesses to take up cloud computing



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IF THERE IS ONE WORD
THAT COULD SUM IT UP....

TRUSTWORTHINESS 诚信

- Archives (as a physical place) remains a trusted hub – back to the Roman concept of public.

ALTHOUGH THE WORLD TODAY IS
A VERY MUCH A CONNECTED ONE,
NOT EVERYTHING CONNECTED
OUGHT TO BE CONNECTED.

Recordkeeping functions should be resided in a backbone system and best separated from a dynamically changing record generating/business transaction system (eg email, app submissions, corporate web etc) for obvious reasons.

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Team Intra:NUS had and still has many more holes in their website

January 6th, 2012 | Author: Editorial

A supposedly member of the team who hacked the National University of Singapore's (NUS) website has come forth to explain why they (Team Intra) had hacked into NUS's website/server.

According to a member of the team with the moniker 'Intra', the hack was not targeted as they have no problem with NUS but simply a demonstration of how weak NUS's security was.

If Team Intra had wanted to, they would have defaced NUS's homepage by writing a backdoor onto their (NUS) server but they did not, 'Intra' explained.



Commenting on NUS's security measures, 'Intra' said: They try to prevent hackers by sending out a simple statement "If you're trying to use the SQL error message to dig for juicy information, get lost." , however they do nothing to actually ensure that they are safe. It only took 5 minutes of WAF bypassing to get past their weak security.

Despite the fact that NUS had hashed its staff's passwords, Team Intra took less than 6 hours to decrypt all the hashed passwords because NUS had employed weak MySQL hashes as opposed to the industrial standard MD5 hashes.

Team Intra went on to clarify that "it is not our intentions to LEAK any private data to the public. We are just here to show the poor security standards some websites have. We have our best intentions. NOTHING was changed on the server, and NO ONE was harmed."

The team went further to suggest that the system at NUS had been hacked prior to this incident as they (Team Intra) were able to find a "whole dump of hashes" similar to the NUS's system being posted on a cracking forum, known as InsidePro.

Concluding, Team Intra said that NUS had and still has many more holes in their website and that no one on that server is safe.

Confirming that its system has been hacked, a NUS spokeswoman said it has looked into the matter and "ascertained that the information stored on the server is not of a confidential nature" but she did not reveal how many accounts were affected.

"In addition, no information has been removed or tampered with," she said, adding that the affected server is not linked to the NUS network.

The NUS is investigating the matter and will put in place "appropriate measures" to prevent similar occurrences in future, the spokeswoman said.

Related: National University of Singapore's website hacked

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Remember: unauthorized access does not
confine to hacking

Protect my medical records better, please [2012] 13 Jan_ST

Title: Protect my medical records better, please
Source: Straits Times
Author: Salma Khalik

Legal News Archive

SINGAPORE is rolling out a national electronic health record system that will be accessible to all medical practitioners.

The idea is for each patient to have just one set of medical records, which will list all his treatments, medication and allergies.

This way, any doctor treating him, whether in a hospital or as an outpatient, and in both public and private sectors, would have access to his medical history.

This is an important move that will benefit patients. But, more has to be done to protect the security of that data.

Right now, there is already some sharing of medical records between public hospitals and polyclinics - but on a limited basis.

The national electronic health record (NEHR) scheme, expected to be fully up by 2015, will also involve the private sector, step-down care facilities like nursing homes, pharmacies, and the military.

The rationale behind the move makes a lot of sense.

Previously - and to a certain extent, even today - a patient moving from one hospital to another, or even from a polyclinic to a hospital, would need to have his X-rays, scans and various test results transferred by hand. This could take a couple of days. Sometimes, bits of paper and test results would get misplaced.

Occasionally, instead of going through the hassle of requesting for information from a different institute, or in view of time constraints, doctors would find it simpler to get the patient to do the tests again. Having the information stored electronically, and at the fingertips of the attending doctor, removes all this hassle.

But the recent incident where a doctor at the KK Women's and Children's Hospital (KKH) accessed the electronic system to look up the medical records of two former girlfriends - who were not his patients - has raised some worrying questions.

His 80 unlawful incursions were discovered only because the second woman knew about it and complained to the hospital. If she had not, his actions, which took place between 2007 and 2009, would likely have gone unnoticed.

So where is the vaunted patient confidentiality that the Ministry of Health (MOH) promised when records went electronic?

When questioned in Parliament on this in 2007, then Health Minister Khaw Boon Wan said the problem of confidentiality also existed with paper records. He spoke of an employee who was sacked because of such a breach, but did not give details.

Doctor fined \$10,000 for spying on patients' records

He accessed files of two not under his care

Published on Jan 6, 2012

By Jalelah Abu Bakar



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In the first such case here, a doctor from the KK Women's and Children's Hospital (KKH) has been fined \$10,000 and censured for accessing the electronic medical records of two patients not under his care.

These patients turned out to be the ex-girlfriends of Dr Singh Tre'gon Randhawa, 32.

Dr Singh, who was then a medical officer, spied on the records of the first woman in 2007 after he learnt that she was seeking treatment for a suspected sexually transmitted disease at the hospital. Worried that he might have contracted the disease from her, he wanted more information on her medical problem.

He accessed the records again in 2009 after his relationship with the second woman turned sour. He checked her records to find out when she had appointments at the hospital, so that he could avoid hostile run-ins with the woman who threatened and stalked him.

BACKGROUND STORY

Women involved were his ex-girlfriends

- In 2007, Dr Singh Tre'gon Randhawa, who was then a medical officer, spied on the records of the first woman after he learnt that she was seeking treatment for a suspected sexually transmitted disease at the hospital. Worried that he might have contracted the disease from her, he wanted more information on her medical problem.

- He accessed the records

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Singapore

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7:00 PM Police nab loanshark runner in Serangoon

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5:45 PM More Singaporeans choosing frozen fish over chilled or live fish

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4:24 PM Environment officer gets jailed for corruption

2:50 PM Changing of Guards ceremony at Istana this Sunday

12:44 PM Former SAFFC chairman appointed CEO of S-League

12:31 PM New initiatives announced for new legal year

12:25 PM Man charged with cheating woman of \$55,000

Regardless what level the hype is about digital preservation, accessibility is still a major concern..

- Accessibility is not just about physical availability of the medium which stored the recorded information.
 - ▣ *(issues of retrieval and durability of media)*
- Accessibility in the wider context means the recorded information could be *comprehensible, understandable*.
 - ▣ *(issues of hardware, software, format)*
- More importantly does the recorded information remains authentic, reliable and accurate?
 - ▣ *(issues of recordness and preservation strategy)*

Access to e-records (including transactions) can be more challenging..

The screenshot shows a web browser window with the URL www.todayonline.com/Singapore/EDC120127-0000033/Power-outage-at-two-brokerages. The article is titled "Power outage at two brokerages" and is written by Wong Jiahui Alicia, dated 04:45 AM Jan 27, 2012. The text describes a power outage at a hosting facility that disrupted online trading services for OCBC Securities. It mentions that investors missed an opportunity to cash in during an opening rally and that an OCBC Securities customer, Mr Tan, failed to sell his shares for half an hour. The managing director, Hui Yew Ping, apologized for the disruption, which was rectified by 12pm. The article also notes that the power outage was discovered at 8.55am and that trading services resumed at 11am. Mr Hui assured customers that their data was protected and apologized for any inconvenience.

Power outage at two brokerages
by Wong Jiahui Alicia
04:45 AM Jan 27, 2012

SINGAPORE - A power outage at a hosting facility yesterday disrupted the online trading services of two brokerages, including OCBC Securities, for several hours.

The disruption caused some investors to see red as they missed an opportunity to cash in during an opening rally, although OCBC Securities moved to put in place contingency measures to allow customers to sell their shares through their brokers.

An OCBC Securities customer, who wanted to be known only as Mr Tan, told Today that he tried and failed to sell his shares for half an hour after trading opened at 9am yesterday.

The 40-year-old, who is in marketing, said: "The market moved up high for the first half an hour ... A lot of people missed the boat (because) we couldn't sell (our shares)."

In a statement yesterday, OCBC Securities managing director Hui Yew Ping apologised for the disruption, which was rectified fully by 12pm.

According to Mr Hui, the power outage at the hosting facility was discovered at about 8.55am yesterday, which caused OCBC Securities' trading system to disconnect from the Singapore Exchange.

Said Mr Hui: "Once the problem was identified, our trading representatives proactively informed as many customers as possible, as quickly as possible, and we posted messages and updates on our website and Twitter."

He added: "Our IT team worked on restoring services to minimise the inconvenience. In the meantime, we arranged for our customers to perform 'sell' transactions through our trading representatives."

During the disruption, OCBC Securities customers could not conduct "buy" transactions through their brokers or trade shares through the website.

At about 11am, power was restored and OCBC Securities progressively resumed its trading services. About an hour later, its trading system was fully restored.

Mr Hui also assured customers that all their data was protected with "appropriate security measures" throughout the period of disruption.

He said: "We are committed to providing uninterrupted services to you at all times and apologise for any inconvenience you have experienced."

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(2012-04-25)

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SMRT调查发现, 控制环线地铁信号系统的电脑在凌晨列车开始运作前突然断电, 可持续四个多小时的后备电源自动启动, 可是警报系统却没通知控制中心系统已经断电, 以致后备电源最终耗尽。

控制环线地铁信号系统的电脑突然断电, 后备电源自动启动, 但警报系统却不知何故未能及时警惕控制中心, 以致后备电源耗尽, 结果列车服务在上班繁忙时段瘫痪两个半小时。

这是上周三发生的环线列车故障的导因, SMRT企业目前正同陆路交通管理局携手调查警报系统失灵的原因。它也对所有环线站进行检查, 确保类似事故不会重演。

SMRT执行董事兼临时首席执行官陈逸嘉和列车服务执行副总裁邱宪祥昨天在记者会

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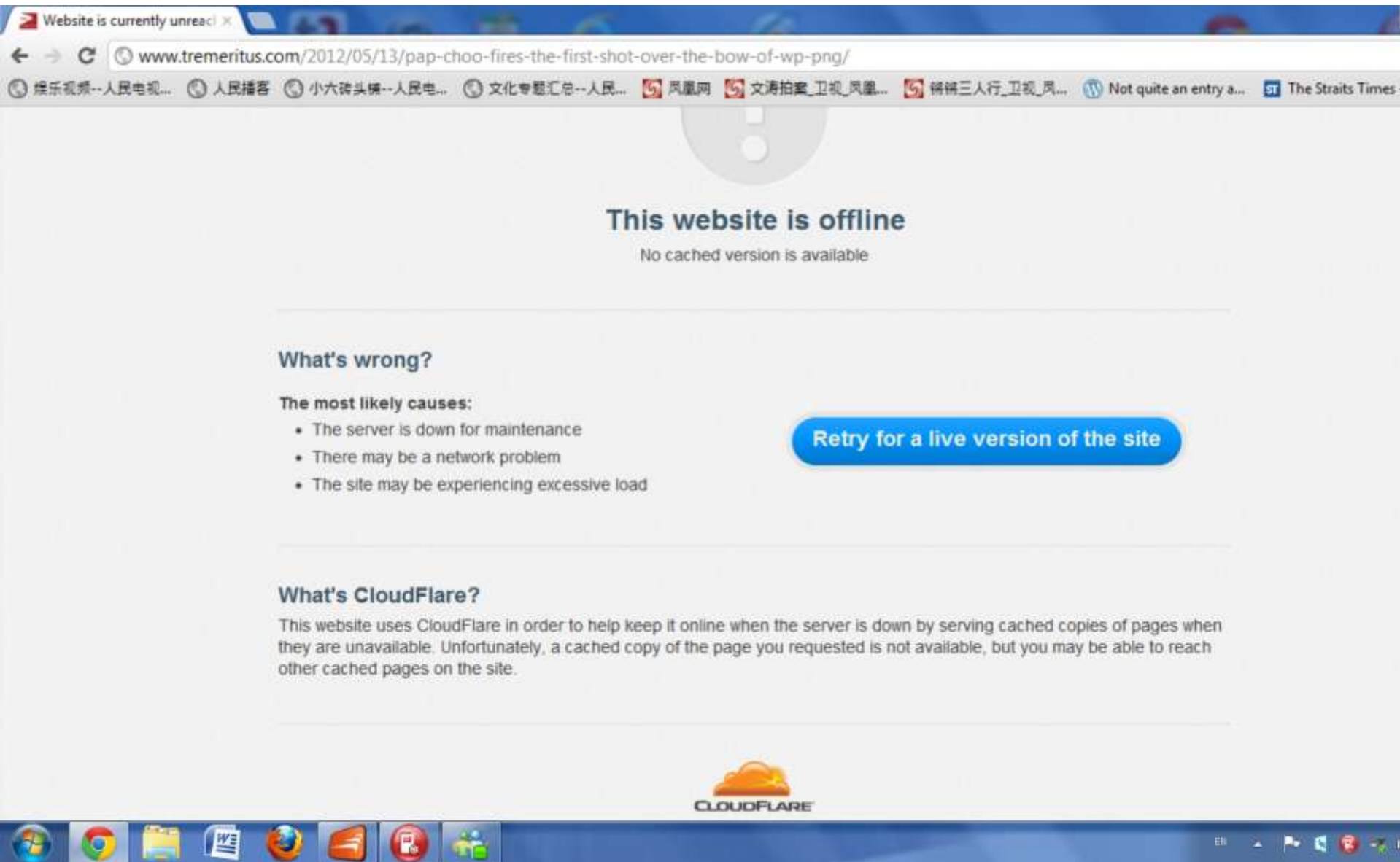
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CLOUDFLARE

SingTel Mobile fined S\$400,000

Efforts to identify fault and restore services 'were not satisfactory'

04:45 AM May 31, 2012

SINGAPORE - SingTel Mobile (STM) has been slapped with a S\$400,000 fine - the highest imposed on a telco - for the disruption of its 3G mobile services in September last year.

In a statement yesterday, the Infocomm Development Authority of Singapore (IDA) said its investigation of the 22-hour disruption - which affected voice, messaging and data services - found that STM had not "fulfilled its obligation to provide resilient mobile telephone services under IDA's Service Resiliency Code".

The IDA said the telco's efforts to identify the fault and restore the affected services efficiently were "not satisfactory" and that it could potentially have shortened the duration of the service disruption.

It added: "IDA takes a serious view of telecom service disruptions. Telecommunication service providers are required to continually improve the resiliency of their networks, in order to ensure that they will strive to always provide reliable telecom services in Singapore for consumers and businesses."

The disruption was caused by a software glitch in the new switches, which were progressively being installed by the provider in the central region of Singapore to upgrade its network.

It caused some mobile subscribers in the central region of Singapore, including those in Orchard, Tanglin and Telok Blangah, to experience intermittent difficulties in making and receiving calls and accessing SMS, MMS and mobile data services through STM's 3G network.

The maximum penalty the IDA could impose for a contravention of the Service Resiliency Code is up to S\$1 million or 10 per cent of the annual turnover of a licensee, whichever is higher.

This is the second time IDA has fined a telco for breaching the code.

In November last year, M1 was fined S\$300,000 for a similar breakdown. It has appealed against the fine.

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StarHub fibre broadband disrupted for more than an hour

04:45 AM May 31, 2012

SINGAPORE - StarHub's fibre broadband service was disrupted for more than an hour yesterday, due to a "technical difficulty".

StarHub corporate communications senior manager Cassie Fong said the telco learned of the disruption at 7.50pm.

She said: "We became aware that our customers in some parts of Bedok, Bukit Panjang, Jurong and Orchard were unable to use their fibre broadband service temporarily due to a technical difficulty."

The service was fully restored at 9.35pm, according to Ms Fong.

"We would like to apologise to affected customers for any inconvenience caused and thank them for their patience," she said.

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Why keeping (some) records in non-digital medium is still relevant?

- Fundamental to the concept of a record: Is it possible to have a record in fluid form and with undetermined boundaries - interactive and dynamically changing mode?
- Should an entity with fixed form and stable content be generated for the purpose of making a record to be kept in a trusted recordkeeping system and perhaps preserved over the long term?
- In common sense, it simply means whether it is wise to put all the eggs in one basket?
 - A more practical question to ask should be what are the records that required backup to a more durable and trusted medium like archival quality microfilm?

Illustration

MICROFILM AS “RECORDED EVIDENCE”

WHY TRANSFER TO

MICROFILM?



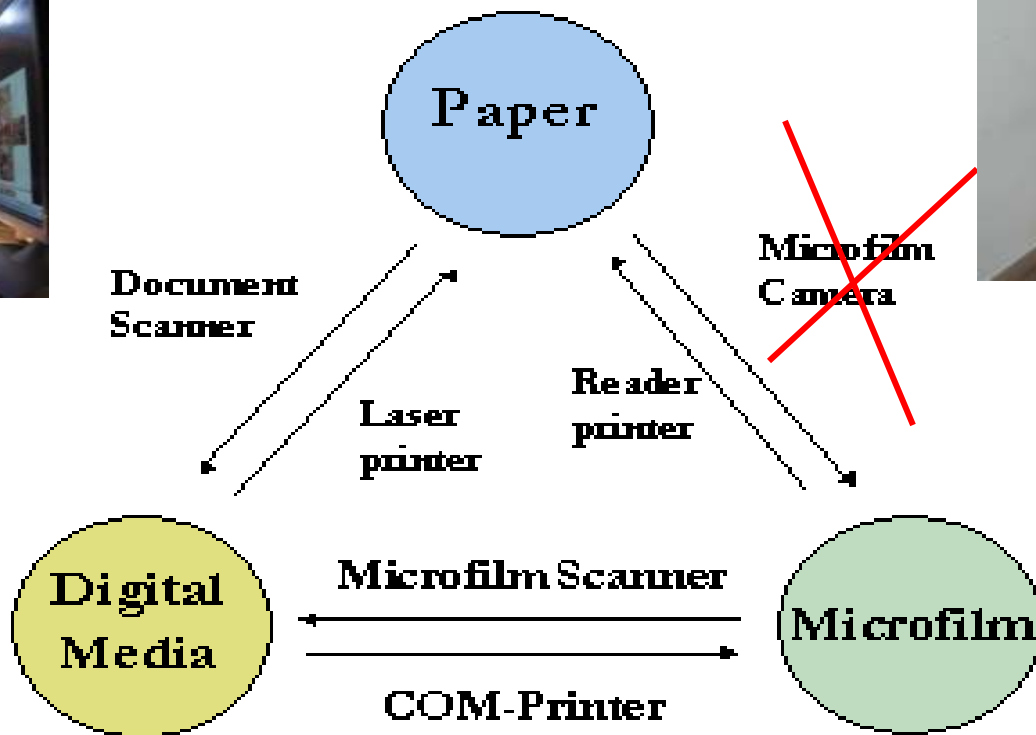
- Film storage at a certain phase within records management life cycle remains the most *cost-effective* and *technologically-secured* method of retaining information.
- **Microfilm has century-old proven advantages of legal and archival acceptance.**

WHY TRANSFER TO MICROFILM?

- The medium is **human-readable**:
 - with magnifying glass
 - not subject to galloping obsolescence that characterises today's digital imaging
 - information can be easily digitised or re-digitised from a film master (to a large extent, meeting archival principle of being reversible)
 - may be faster, more cost-effective to scan film than paper



Print/Digital to Microfilm to Digital/Print



**Production Process Governed by Established
Administrative Procedures and Technical
Standards**

Administrative Certification of production done under “regular course of business”

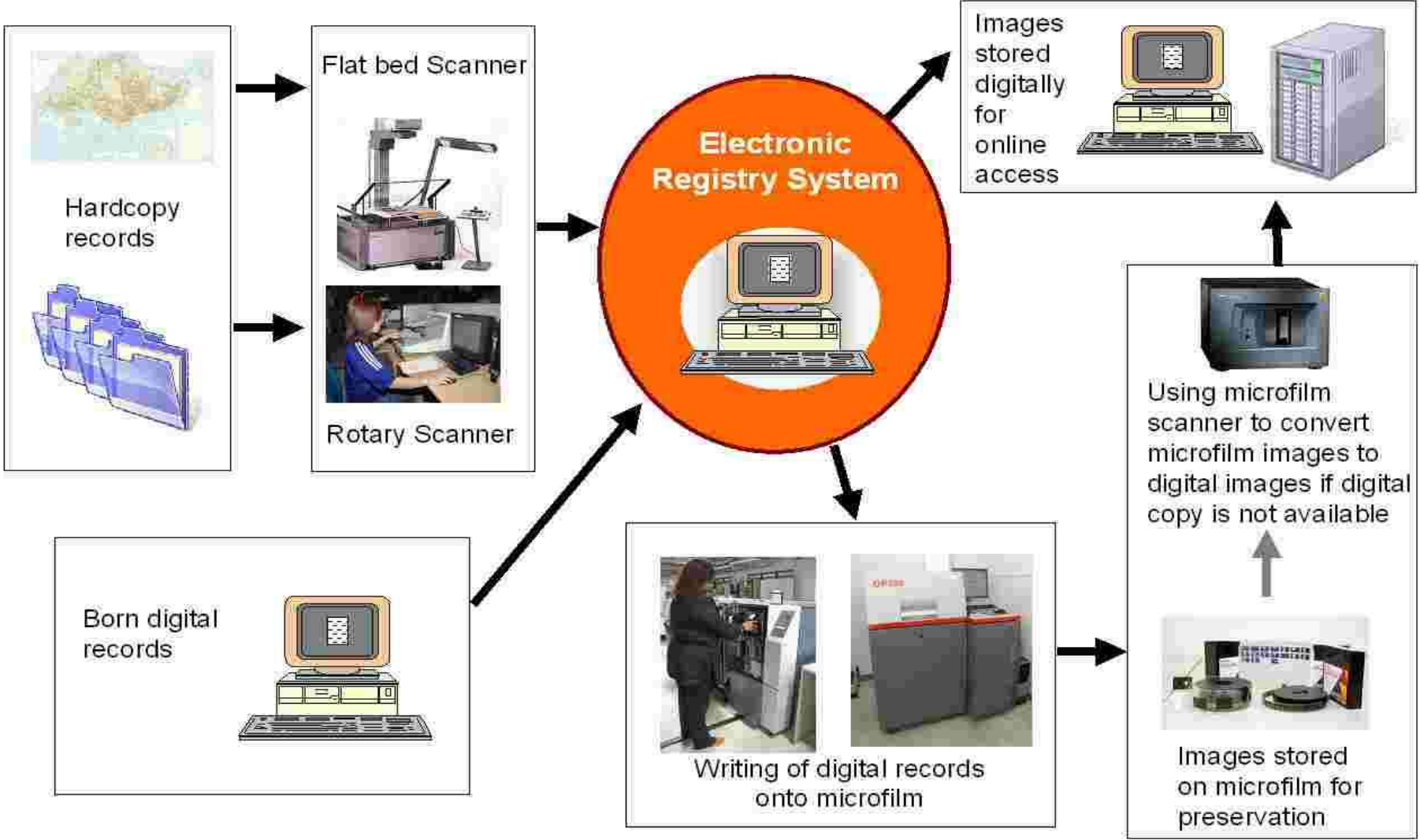
- **"Statement of Intent (or Purpose)",** containing :
 - Name of creating agency and authorization (including disposal)
 - List of files scanned
 - Date of statement
 - **Signed by a person with the responsibility and authority**

This "statement" can be a simple "To Whom It May Concern" memorandum or a formal proclamation.

- **"Identification Certificate",** containing :
 - Name of scanning agency/location
 - Name of operator
 - Model of scanner used & reduction ratio set (if appropriate)
 - Date of scanning

- **These documents should be created and retained as an integral part of the microfilm system. In the case of roll film production, they are usually filmed at the beginning and end of each roll.**
- **Microfilm copies produced other than in the regular course of business presumptively are less reliable.**

Integration of microfilm in today's digital environment



Concluding Remarks

“If we begin with certainties, we shall end in doubts; but if we begin with doubts, and we are patient in them, we shall end in certainties.”

SIR FRANCIS BACON (1561-1626), ENGLISH
PHILOSOPHER, ESSAYIST, STATESMAN

Managing electronic records and archives is like taking a calculated risk and not a big time gambling...

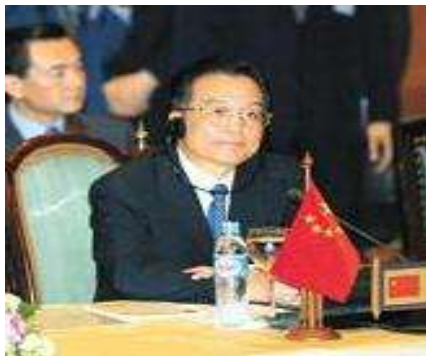
“设定电子档案保存方针应该是一场很大的冒险，而非一次性的赌博。”



“ON NO ONE QUALITY, ON NO ONE PROCESS, ON NO ONE COUNTRY, ON NO ONE ROUTE AND ON NO ONE FIELD MUST WE BE DEPENDENT. SAFETY AND CERTAINTY IN OIL LIE IN VARIETY, AND VARIETY ALONE.”

Winston Churchill, the First Lord of the Admiralty to British Parliament, 1913

“行动本身就是希望所在，
一打纲领不如一个行动。”



中国总理温家宝

亚细安特别抗炎峰会记者招待会
2003年4月29日

Collaboration and Mutual Benefits

- Increasingly impossible for a single agency to address recordkeeping issues independently.
- Nor is there a software, a system available in the market today that could provide a one-stop solution that solve the “world problem”.
- Imperfect solutions are still evolving and will probably not see the daylight before many of us have retired!
- Leveraging on each other’s strengths and resources, learning to avoid mistakes will enable one to leapfrog and imperfectly perfecting the unknown.

The \$1 m question: Who should lead?

- ❑ The archivist ideally should know their business, operation, how e-system is being apply to benefit their work, therefore in a better position to specify and confirm the requirements (functions, business rules etc).
- ❑ The IT professional should not do an archivist job, neither an archivist should do programming work unless they are multi-talented. They should be able to communicate and able to learn and value-added to the archivist operation in adapting a design and system that meet current requirements with growth capacities and change flexibility. Only synergy and partnership with common interest could produce success.
- ❑ **“You are as strong as your weakest link.”**

“关于明天的事， 我们后天就知道了。”

Can you wait?

Are you able to resist the rush?

Do you have the courage not to jump into the bandwagon?

The above statement may well apply to the use of technology (whether it works or you are simply wasting monies)...

Finally, for those who wish to know my reply to Kenson....And of course it is far more simplistic than what I have just gone through with all of you over the last two hours...

The screenshot displays a Gmail interface within a browser window. The address bar shows the URL <https://mail.google.com/mail/#inbox/137c6bca6ae4e6e0>. The browser's address bar contains several tabs, including 'FW: Get abundant inbox sto...'. The Gmail interface features a search bar at the top with the text 'Kuan Wah PITT' and a 'Share' button. Below the search bar are navigation icons for back, forward, and other actions. The main content area shows an email from 'Kuan Wah PITT' to 'Kenson Kwok', dated '20:05 (15 minutes ago)'. The email text reads: 'the real issue is not storage space as it is cheap. It is about the amount of time you need to filter through to get to the emails you are looking for and also the fact that the larger the volume, the more time is needed to load the email account. Don't fall to the trick of IT people telling you that you do not need to tidy up your house. You should know this by now. Getting a bigger house to store things would not help as you grow older and memory getting to fade. At one point, we should simply keep less, only things really needed. And as time is running out, every minute and second count...'. Below the email text is a reply box with the text 'Click here to Reply or Forward'. The left sidebar contains a 'COMPOSE' button and a list of folders: 'Inbox (1)', 'Important', 'Sent Mail', 'Drafts (2)', and 'Spam'. The right sidebar shows a preview of an 'Email Hosting Email' and a link to 'Kenson Kwok'. The Windows taskbar at the bottom shows the system clock at 8:20 PM on 07-Jun-12 and various application icons.

Questions?

