GUIDELINES FOR DIGITALIZATION IN STATE OF IDAHO GOVERNMENT AGENCIES

INTRODUCTION

Digitalization has increasingly become an important communication tool for conducting government business in the State of Idaho. Government agencies use some form of digital format to transfer official documents, send external correspondence, and support various aspects of government operations. Well-designed and properly maintained systems expedite business communications, eliminate paperwork, and automate routine office tasks.

More advanced office systems being contemplated by State government will employ more complex work flow and document management processes, and move more government record keeping to online computerized systems. Because of the dynamic and often informal nature of Digital Images, many questions have arisen over the official and legal status of Digital Images

 Idaho Code Section 9-338, "Public Records -- Right to Examine," Information Technology Resource Management Council's ("ITRMC") **Information Technology Policy P1030**, "*Records Management Guide,* and the **National Archives and Records Administration** (NARA)

 To clarify agency responsibilities in meeting the requirements of the Idaho Code, policies and standards mentioned above, and represent best practices that are designed to assist agencies in implementing the requirements.

 Since Digital Images meets the statutory definition of a public record in the State of Idaho, it is subject to management requirements which may not be obvious. For example, Digital Images may be subject to public records requests, yet its users may have inappropriate expectations of privacy and informality. Digital Images may be destroyed inappropriately or it may be accumulating in systems when it should more properly be destroyed after it no longer has value to the agency. Case law shows that Digital Images certainly is discoverable under actions brought against the government, therefore, brings risk. This document will provide State agencies with current guidelines and best practices to assist in the management of their Digital Images.

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1. This document was developed by the State of Idaho's State Records Center (**http://recordscenter.idaho.gov/**) departmental staff, with the advice and assistance of members of ITRMC (**http://itrmc.idaho.gov/**), and The Digitalization Committee to assist State agencies with the management of Digital Images.

DIGITALIZATION STANDARD

State Government agencies will need to follow the federal standards for digitalization created by the National Archives and Records Administration (NARA) http://www.archives.gov/preservation/technical/guidelines.html

Why NARA standards for Digitalization?

- NARA endorses the Certified Software standards being used by the Department of Defense (D.O.D 5015.3) http://www.dtic.mil/whs/directives/corres/pdf/501502std.pdf

- Creditability of the scanned documents.

PLEASE NOTE:

Any and all Documents that are deemed to have Permanent or have Historical value will not be permitted to be disposed.

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What to consider before starting a Digitalization Project

- **Computers**
  Critical to the success of any digitization initiative is the purchase of a computer with a balance of reliable components, speed and storage that will increase productivity and overall effectiveness

Check with the Idaho State Office of the CIO for the current Standards. Please Call 332-1876 or contact@cio.idaho.gov or check the Idaho Statewide Purchasing Contracts
http://purchasing.idaho.gov/

- **Scanners**
  The purchase of a scanner will have the greatest impact on quality of images for the majority of digitization projects. Recent developments have increased the challenges in selecting a quality scanner by increasing variety and availability while reducing the costs of equipment. What scanner is right for your project depends on numerous factors including overall project goals, format, size, and condition of materials to be scanned and available budget. Several technical factors will also influence your purchase including available optical resolution, bit depth, size of scan area, speed, connectivity, and ability to handle different formats and materials in your collection.
  Check ITRMC website for Standards   http://itrmc.idaho.gov/ Policy P1030

- **Costs**
   It is difficult to predict just how much a digital imaging project is actually going to cost, and little hard data on the cost, cost effectiveness, and costs over time of digital projects is readily available. Generally, capture and conversion of data often comprises only 1/3 of the total costs, while cataloging, description, and indexing comprise 2/3 of the total costs. Upfront and ongoing costs can be significant, and economic advantage may be better realized through collaborative initiatives or cooperative/regional digitization initiatives, where costs, resources, goals, and expertise can be shared. Initial investment in equipment, staff training, capture and conversion, handling, storing, and housing originals, producing derivative files, CD production, cataloging and building the image database system, and developing Web interfaces are all possible areas of cost for any digitization project. However, the costs of a project do not end after conversion.

   Some on-going costs that an institution must commit to include the costs of maintaining data and systems over time, including media migration costs and infrastructure costs.

- **Software**
  The selection of software would need to follow the standards of the Department of Defense (D.O.D. 5015.3)

    Other considerations to be reviewed when selecting software
    1. Cost to fit your budget
    2. Any ongoing cost (maintenance fee, etc.)
    3. Can the software grow to meet future needs
    4. Check the last revision.. when will the next version be created
    5. Location of the vendor (for service calls to minimize down time)

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In-house or outsource?

Every organization should carefully consider the pros and cons of outsourcing digitization projects or conducting them in-house. Following are some points to consider for both strategies and conduct a cost comparison for the most efficient results.

In-house pros:
1. Development of digital imaging project experience by "doing it" (project management, familiarity with technology, etc.)
2. More control over the entire imaging process as well as handling and storage of   originals
3. Requirements for image quality, access, and scanning can be adjusted as you go instead of defined up front
4. Direct participation in development of image collections that best suit your organization and users

In-house cons:
1. Requires large initial and ongoing financial investment in equipment, staff.
2. Longer time needed to implement imaging process and technical infrastructure
3. Limited production level
4. Staffing expertise not always available
5. Institution must accept costs for network downtime, equipment failure, training of staff, etc.
6. Need to enforce standards and best practices

Outsourcing pros:
1. Pay for cost of scanning the image only, not equipment or staffing
2. High production levels
3. On-site expertise
4. Less risk
5. Vendor absorbs costs of technology obsolescence, failure, downtime, etc.

Outsourcing cons:
1. Organization has less control over imaging process, quality control
2. Complex contractual process: image specifications must be clearly defined up front,
   solutions to problems must be negotiated, communication must be open, and   problems must be accommodated
3. Vendor many know more than client or may presume a level of understanding on part of library/museum/archives that they may not have
4. Lack of standards with which to negotiate services and to measure quality against
5. Originals must be transported, shipped, and then also handled by vendor staff
6. Possible inexperience of vendor with library/archival/museum/historical society
   Communities

7. Does the agency have the experience managing vendors and /or contracts?

Maintenance

Some on-going costs that an institution must commit to include the costs of maintaining data and systems over time, including media migration costs and infrastructure costs.

- **Budget**

- **Additional hard drive space**

- **Conversion**

- **Migration**

- **Additional staffing**