

National
Archives
Administration

Annual Report 2015



National Archives Administration

Annual Report 2015

Contents

I. ABOUT NAA.....	1
A. ORGANIZATION AND PERSONNEL.....	1
B. MEDIUM-TERM STRATEGIC PLAN	4
C. ANNUAL BUDGET	10
D. LEGAL AMENDMENTS.....	10
E. RESEARCH AND DEVELOPMENT.....	11
II. MANAGEMENT OF AND ACCESS TO ARCHIVES	14
A. ARCHIVES ACQUISITION.....	14
B. ARCHIVES COLLECTION.....	14
C. ACCESS AND PARTICIPATION.....	17
III. ADVANCEMENT OF THE GOVERNMENT AGENCY RECORDS MANAGEMENT SYSTEM	29
A. ADVANCEMENT OF IMPORTANT REGULATION SYSTEMS.....	29
B. CULTIVATION OF HUMAN RESOURCES	30
C. EVALUATION OF RECORDS MANAGEMENT.....	30
D. RECORDS INFORMATION SUBMISSION AND WEBSITE UTILIZATION	32
IV. DOCUMENTS FLOW PROCESS MANAGEMENT AND COMPUTERIZATION OF DOCUMENTS AND RECORDS MANAGEMENT.....	33
A. DOCUMENTS FLOW PROCESS MANAGEMENT	33
B. UPDATED PROJECT TO CONSERVE ENERGY AND REDUCE PAPER CONSUMPTION BY USE OF ELECTRONIC DOCUMENTS	34
C. ELECTRONIC DOCUMENTS AND RECORDS SERVICE	34
D. DOCUMENTS AND RECORDS INFORMATION SYSTEM PERFORMANCE AND SECURITY.....	34

Tables

Table 1	Achievement of the 2015 Performance Targets	6
Table 2	Access to Archives, 2002 to 2015.....	20
Table 3	Visits to the National Archives Reading and Information Center .	22
Table 4	Statistics and Satisfaction Rating for Access Services to Archives.	24
Table 5	Training Programs for Archives Management.....	30

Charts

Chart 1	Organizational Structure	2
Chart 2	Core Values and Development Objective.....	4

I. About NAA

A. Organization and personnel

(A) Organizational evolution

1. On December 15, 1999, the Archives Act was promulgated by the president, stipulating the establishment of the central competent authority in charge of archival records.
2. On March 1, 2000, the National Archives Administration (NAA) Preparatory Office was established and began to develop organizations, systems, and legislation for management of archives.
3. On October 24, 2001, the Organization Act of the National Archives Administration was promulgated by the president.
4. On November 2, 2001, the Executive Yuan issued an order that the Archives Act shall enter into force on June 1, 2002.
5. On November 23, 2001, the NAA was established.
6. On January 12, 2002, the NAA moved from the preparatory office in LiJu building on Heping E. Rd to the building on Yitong street.
7. On August 21, 2013, the Organic Act Establishing the National Archives Administration, National Development Council was promulgated by the president.
8. On October 30, 2013, the Organic Act Establishing the National Archives Administration, National Development Council was approved by the Executive Yuan to be implemented on Jan. 22 2014.
9. In December 2013, the NAA relocated from the building on Yitong street to the Xinzhuang Joint Office Tower, Executive Yuan. The Yitong street office became the Electronic Documents and Records Service Center.
10. On January 22, 2014, the NAA was established under the National Development Council (NDC).

(B) Organizational structure

The NAA, operating under the NDC, consists of five divisions and three offices: Planning Division, Acquisition Division, Archives Preservation Division, Services Division, Information Technology Division, Secretariat, Personnel Office, and Accounting Office. The organization also includes the National Archives Committee, which is responsible for reviewing appraisals, classifications, retention periods, and disputes. The Committee also provides consultation services in regard to archives management and access policy.



Chart 1 Organizational Structure

(C) Organizational functions

1. Studying and drafting policies, legislation, and management systems for archives;
2. Supervising and assessing the management and use of government agency records, and compiling and publishing government agency records catalogs;
3. Reviewing the government agency record retention periods and disposal practices;
4. Appraising and classifying archives, setting retention periods, and settling disputed matters;
5. Acquiring, transferring, organizing, and preserving archives, making them available for use, and planning and implementing the establishment of facilities;
6. Accepting donations of, accepting custody of, and purchasing documents or artifacts owned by private individuals or groups;
7. Planning and coordinating the building of information systems for documents and archives;
8. Researching the management and use of archives, conducting related publishing, technology development, academic exchange, and international cooperation, and training archive management personnel;
9. Planning and implementing document timeliness control at government agencies under the Executive Yuan; and
10. Other matters pertaining to archives.

(D) Human resources

There are 113 staff and 7 qualified archives volunteers (as of December 31, 2015).

B. Medium-term Strategic Plan

(A) Vision and Strategy

1. Core Values and Development Objective

- (1) Core Values: Provide evidence of the country's development, and create national knowledge assets.
- (2) Objective: Promote more efficient governmental knowledge management and offer easy access to governmental archives and records.

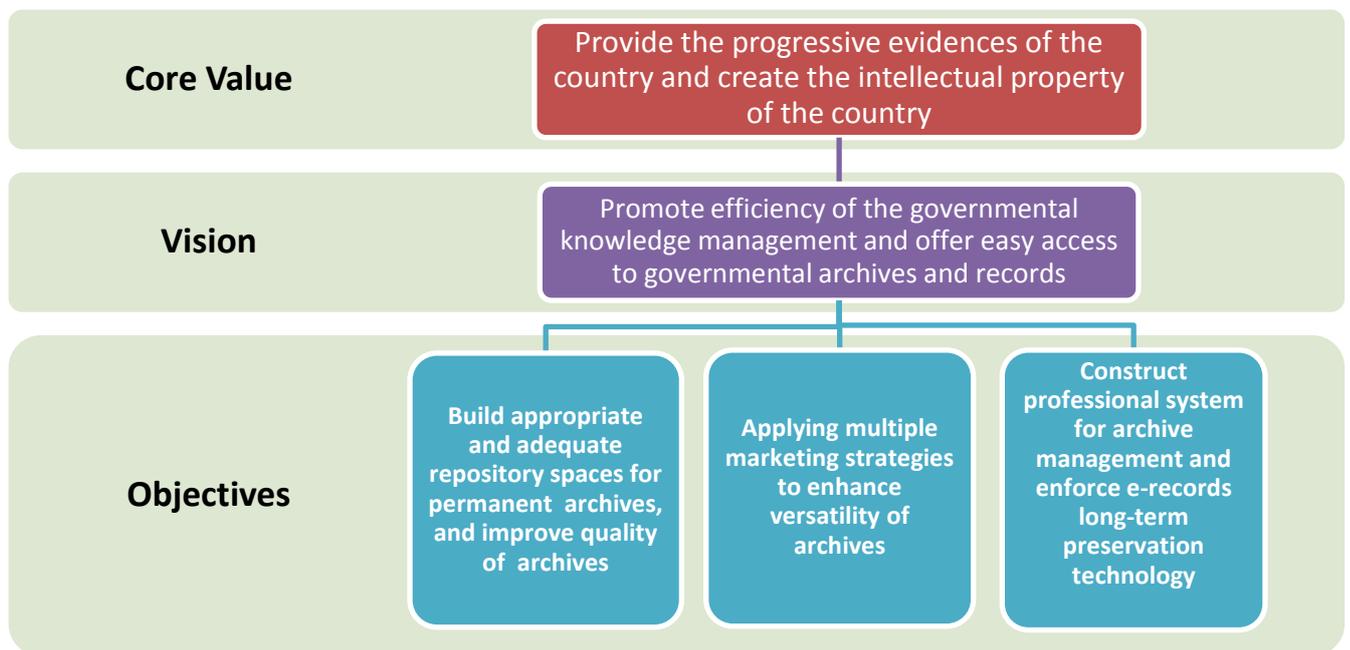


Chart 2 Core Values and Development Objective

2. Planning and promotion of medium-term plan

As an integral component of the RDEC Medium-Term Strategic Plan (2013-2016), NAA proposes key projects for future development with the aim of fulfilling critical strategic objectives by pushing for progress in “government information accessibility, citizen participation in public affairs, simplification of administrative processes, efficiency in government services, sharing of resources, and efficient utilization of existing resources.” In addition, NAA has adopted the following two medium-term programs:

- (1) National Archives Sustainable Collection and Multiple Services Program (2011-2015)
- (2) Integrated Online Database for Documents and Archive Program (2012-2016)
3. Focal Points in Medium-Term Strategic Plan (2013–2016)
 - (1) To enhance the quality of records management by government agencies that haven't participated in competition for Archives Management Quality Awards, and to promote archivist attendance in training.
 - (2) To establish archival records retention standards, and to create a more efficient records disposition assessment mechanism.
 - (3) To expand the scope of archives, and to improve the quality and quantity of archives.
 - (4) To establish the Xinzhuang National Archives Center, and to facilitate research and development for applications and management of multimedia records.
 - (5) To provide high-quality access to archives, and to add new value to archives.
 - (6) To expand the online official document signing (electronic signature) and exchange platform, and to establish standards for online systems for management of official documents and archives.
4. Achievement of the 2015 performance targets
All of NAA's 2015 performance targets have been achieved or exceeded.

Table 1 Achievement of the 2015 Performance Targets

Key performance targets	Key performance indicators	Evaluation criteria	2015	
			Targets	Outcomes
1. To enhance quality of records management by government agencies that haven't participated in competition for Archives Management Quality Awards, and to promote archivist attendance in training.	Number of people that participated in archive management training courses	Number of people that participated in archive management lectures and e-seminars during the year	18,000	22,000
2. To establish records retention standards, and to create a more efficient records disposal assessment mechanism.	Number of approved schedules for government agency record retention periods	Number of records retention period schedules approved	22	65
	Number of general records retention schedules (GRS) revised	Number of GRS revised	2	4
3. To expand the scope of archives, and to improve the quality and quantity of archives.	Length of archives added	Length of archives added per annum (meters)	500	804.62

Key performance targets	Key performance indicators	Evaluation criteria	2015	
			Targets	Outcomes
4. To build the Xinzhuang National Archives Center, and to facilitate research and development for applications and management of multimedia records.	Storage capacity for archives added	Storage capacity of archives added per annum (kilometers)	30	30
	Quantity of archives transferred into digital form	Number of pages of archives transferred into digital form (thousand pages)	4.5	4.5095
5. To provide archives access services of high quality, and to add new value to archives.	Total increased number of visits to the Archives Access Service website	(Number of visits during current year to the Archives Access Service-website) minus (Number of visits during the previous year)	1,100,000	1,100,000
6. To expand the online official document signing (electronic signature) and exchange platform, and to establish standards for online system for management of official documents and archives.	Optimized the number of integrated electronic official document exchange centers	Adjusted number of integrated electronic official document exchange centers	27	23
	Number of agencies using the online official document signing system	Number of agencies actually using the online official document signing system	5,540	5,548

Key performance targets	Key performance indicators	Evaluation criteria	2015	
			Targets	Outcomes
	Level of user satisfaction with electronic records keeping systems and electronic records management technology consultation services	Percentage of satisfied users	91%	97.22%
	Development of electronic archives and records format migration or migration quality certification module	Total number of electronic archives and records format migrations or migration quality certification modules added every year	19	19

(B) Major projects

1. National Archives Sustainable Collection and Multiple Services Program (2011-2015)

Outcomes of the five-year plan in 2015 are as follows:

- (1) NAA completed the arrangement and file-level description of 687 meters of archives and the second-phase relocation of archives.
- (2) NAA imported archival resources about the “Handover and Governance of Taiwan During 1945-1949” into the Archival Resources for Teaching website; completed 2 cases of archival resources acquisition; released Archives LOHAS e-papers No.90 to No.102; held the exhibitions “Highlights from the National Archives” and “Exhibition of Taiwan’s Retrocession Archives” and placed them online.
- (3) NAA approved schedules for government agency records retention

periods for 20 agencies, and held 9 sessions to review archives acquisitions.

- (4) NAA set up a archives repository for various types of media (paper, electronic, magnetic, photographic), with a storage capacity of about 30 kilometers.
 - (5) NAA converted 1,103,903 pages of archives into digital form.
 - (6) NAA repaired 24,069 pages of damaged archives.
2. Documents and Archives Information Network All-In-One Program (2012-2016)
 3. Outcomes of the five-year plan in 2015 were as follows:
 - (1) NAA carried out consolidation among 60 integrated electronic official document exchange centers, reducing the total number to 23.
 - (2) NAA adopted a revised set of Specifications for the Certification of Information Systems Used for the Management of Government Electronic Official Documents and Records, and completed system certification for 10 agencies, awarding certification to 9 of the agencies. NAA also held public meetings to familiarize attendees with electronic document rules and certification specifications, attracting a total attendance of 505.
 - (3) As of year-end 2015, a combined total of 4,672 persons at 1,441 corporations, schools, and companies had made use of the cross-platform document production module.
 - (4) Acting in accordance with the Government Documents Processing Manual, NAA amended the Regulations Governing Computerization of Documents and Records Management. NAA also held 2 seminars for agencies and service providers, and 2 public meetings, to familiarize attendees with the new provisions in the Regulations.
 - (5) Expanded and maintained the Archives Cross boundaries (ACROSS) website, which now offers access to databases on 94 different websites.
 - (6) NAA issued the NAA Electronic Records Technical Service Fee Schedule along with related application forms and rules.

- (7) NAA received 39 requests for assistance in migration, destruction, and recovery of electronic files, and repaired 4,356 items of storage media at the Electronic Documents and Records Service Center.
- (8) NAA set up a Security Operation Center (SOC) on a pilot basis with an eye to providing 24-7 access to all of the electronic official document exchange centers.
- (9) A total of 110,203,259 official documents were exchanged through the electronic official document online exchange system, including 55,002,920 documents received, and 55,200,339 sent. Each document would have cost NTD25 to send by registered letter so the system saved NTD1.375 billion in postage costs.
- (10) NAA released 9 classes of information for access via the Government Open Data Platform.
- (11) A survey indicated that 97.22% of users were satisfied with NAA's consultation services.

C. Annual budget

The NAA annual budget was NT\$313,370,000 and the budget execution rate was 99.56%.

D. Legal amendments

(A) Review and amendment of laws and regulations

NAA proposed draft amendments to the "Archives Act" in 2013 and forwarded them to the Legislative Yuan for deliberations. Because deliberations have not been completed during any of the subsequent legislative sessions, NAA again submitted the proposed amendments to the Legislative Yuan for deliberations on February 1, 2016. The Legislative Yuan submitted the proposed amendments to its Judiciary and Organic Laws and Statutes Committee for deliberations on February 19, 2016. In addition, 16 other regulations and directives were amended in 2015.

(B) Education and promotions

Two speeches were delivered in 2015, "Human Rights and Gay Marriage"

and “Introduction to Copyright.”

(C) Compilation of Archive Laws

Due to the organizational reform of the Executive Yuan, the Organic Act established NAA as a part of the newly established National Development Council effective on January 22, 2014. NAA was additionally tasked with responsibility for document flow process management and computerization of official documents, and archival laws and regulations were adopted. And in 2015, NAA released an updated “Compilation of Archives Legislation” for public reference.

E. Research and development

(A) Monographs and research

Volume No. 14 of the “Archives Quarterly,” “The Compilation of Taiwan's Retrocession Archives,” “Time Travel: The National Treasure Exploration,” and the “National Archives Administration 2014 Annual Report” were released in 2015.

(B) Visits and meetings

1. Attended an international information security and encryption technology seminar

From May 26 to 30, 2015, a delegation from NAA participated in the 2015 International Information Security and Encryption Technology Seminar (ICISC) held by the World Academy of Science Engineering and Technology (WASET) in Narita, Japan. NAA attended this seminar in order to understand the latest technologies, applications, and developments in the field of information security. In particular, we hope to enhance the privacy of the electronic operating systems and platforms, user identification, data integrity and non-repudiation. We also hope to help expand the world view of NAA colleagues so that they can apply this in their information security work. Also, on the day before the seminar, our delegation members visited the National Archives of Japan to learn about the state of operations there.

2. Attended 2015 Annual Conference of the Association of Canadian Archivists

From the 11th to 18th of June 2015, an NAA delegation attended the 40th Annual Conference of the Association of Canadian Archivists in Regina, Canada. The conference focused on digital preservation, archival standards, and archives accessibility issues. The delegation also visited the Saskatchewan Archives Board and City of Regina Archives to learn about archives management practices in another country.

3. Visited Denmark to study archives management and access services

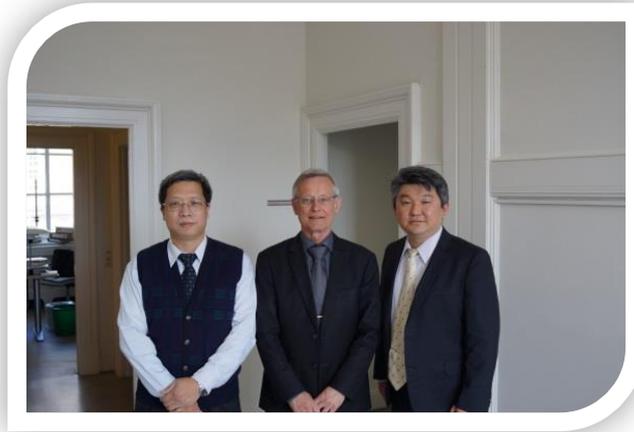
To understand more about the management of archives as well as the practical work of acquisition, preservation, and access service, selected NAA personnel visited organizations and agencies in Denmark from June 7 to 15, 2015, including the Danish National Archives, Provincial Archives of Zealand, Copenhagen City Archives, National Museum of Denmark, the Royal Danish Arsenal Museum, the Royal Library.



Picture 1 The delegation of NAA with officers of the National Archives of Japan.



Picture 2 The delegation of NAA with the director of Saskatchewan Archives Board, Linda B. McIntyre (left 2).



Picture 3 The delegation of NAA with the Director General of Danish National Archives, Dr. Asbjørn Hellum (middle).

(C) Cooperation and exchange

In 2015, NAA received 434 visitors from 33 agencies (organizations) in Taiwan and abroad.



Picture 4 The Deputy Minister of Civil Service Protection and Training Commission, Mr. Yeh(middle)

II. Management of and Access to Archives

A. Archives acquisition

(A) Acquisition strategy

Pursuant to the National Archival Acquisition Plan (2010-2015), NAA has acquired selected agency records from the Office of the President, the Executive Yuan, the Ministry of the Interior, and other agencies of the Republic of China government, and also acquired rare and valuable records from personal and organizational collections. NAA has also continued collecting pre-1949 records from government agencies and state-owned enterprises.

(B) Acquisitions

In 2015, records totaling 804.62 meters in length from 7 agencies, including the Chunghwa Telecom Co., Ltd., were acquired.

B. Archives collection

(A) Expansion of repository space for archives

NAA has taken both short-term and long-term approaches to meet the urgent demand for space for archives. As for short-term measures, NAA had set up a archives repository with storage capacity for about 30 kilometers on the 7th and 8th floors of the Xinzhuang Joint Office Tower by the end of 2014. For long-term measures, efforts are being made to acquire a piece of public land in Linkou District, New Taipei City, of 2.83 acres to build the first archives building in Taiwan.

(B) Description of the archives collection

By the end of 2015, NAA had acquired 16,649.74 meters of paper records, 202.73 meters of photo files, 244.64 meters of audio-visual files, 12.81 meters of electronic media records, and 7.64 meters of other materials. Among records under archival custody transferred from 316 agencies, 16,572.83 meters are paper records, while 464.87 meters are in other media. In addition, NAA received donations from 29 organizations and individuals, which include 76.91 meters of paper records and 2.95 meters of other media.

According to the classification scheme, our collection consists of the following 19 categories: 29.49 meters of government policy, 214.15 meters of legislation and ombudsman affairs, 555.29 meters of judicial and legal affairs, 1.01 meters of recruitment, qualification, and personnel affairs, 241.92 meters of interior affairs, 814.68 meters of foreign and overseas community affairs, 3,143.61 meters of national defense and veterans affairs, 2,916.32 meters of fiscal and financial affairs, 557.58 meters of education and sports affairs, 2711.99 meters of economic and trade affairs, 4667.69 meters of transportation and public works affairs, 270.26 meters of culture and media affairs, 0.94 meters of health care affairs, 0.15 meters of humanities and technology development affairs, 173.74 meters of agricultural affairs, 345.3 meters of local affairs, 393.59 meters of political affairs, 79.19 meters of civil society affairs, and 0.67 meters of records donated by individuals.



Archives Repository

Overview of the management of archives

1. Description of archives

In 2015, NAA completed 6,131 descriptions at file level for records transferred from first- and second-tier central government agencies.

2. Inventorying of archives

In 2015, inventorying was suspended for phase-two relocation of archives.

3. **Reparation of damaged archives**
36,160 pages of damaged archives were repaired in 2015. Between May 2001 and December 31, 2015, a total of 374,256 pages of damaged archives were repaired.
4. **Declassification and downgrading of confidential archives.**
121 items and 65 files were declassified in 2015. From 2001 to 2015, a total of 9,146 items and 3,309 files were declassified. At the end 2015, 438 items and 350 files of archives were reported classified.
5. **Inventorying of reproduced archives**
In 2015, NAA inventoried reproductions of archives made between 2009 and 2010, including 62 hard disk drives.

(C) Archives digitization

1. **Paper records digitization**
To preserve archives properly, and to provide fast and convenient access to them, NAA regularly makes scanned copies of archives to create a pool of digital archives. In 2015, 1,176,883 archival pages from government agencies, such as the Ministry of Foreign Affairs, were scanned. From March 2000 to the end of 2015, NAA made scanned copies of 6,727,755 archival pages.
2. **Reproduction and storage of special media archives**
To facilitate permanent preservation of archives, the NAA has been converting image files into microfilm format since 2004 under the archives digitization project, and has converted 3,440,673 pages to date. In addition, in order to preserve special media archives properly, NAA continued to convert audio/video archives into digital format. To date, 2,870 videotapes, 1,928 reel to reel tapes, 754 rolls of cinematic film, and 90 disk records have been converted.

(D) Outsourced holding of archives

To ensure proper preservation of archives and overcome the lack of depository space, management personnel, and funds, as well as to facilitate collection of archives with specific agency characteristics and local cultural features and convenient access, 97.05 meters of records transferred from Kaohsiung Ammonium Sulfate Co., Ltd. were deposited with the National Science and Technology Museum in

Kaohsiung for the period from Dec. 2006 to Dec. 2016. In addition, 97.05 meters of records transferred from the National Palace Museum were to the National Palace Museum for the period from October 2013 to December 2018.

(E) Archives management guidelines

All control equipment, lighting equipment, fire safety, and access control facilities of archives storages comply with NAA's "Directions for the Management of the National Archives Repository." They go through regular maintenance, inspection, repair, and correction, and have special personnel monitoring them at all times for any abnormal situations and to take necessary measures when required.

(F) Directions for Applications for the Return of Private Documents in the Archives to Victims of Political Oppression

The Operation Directions for Applications for the Return of Private Documents in the Archives to Victims of Political Oppression were promulgated on July 14, 2011. Archives were examined and related family members were contacted to prepare for the return of personal documents. The examination revealed a total of 779 pages of private documents that could be returned in accordance with the aforementioned directions. As of the end of 2015, private documents of 179 victims had been identified; 170 victims or their family members had been reached and applications from 105 people were processed.

C. Access and participation

(A) Services policy

Pursuant to the "2013-2016 Archives A⁺ Service Action Declaration," NAA has been achieving such goals as "Archives Awareness A⁺", "Archives Application A⁺", "Archives Content A⁺", "Archives Preservation A⁺", and "Archives Information A⁺". Key areas of service include: educating the public about the use of archives, facilitating joint archival work, improving the management of government agency records, ensuring that archives can be used with greater benefit, building a high-quality environment for the use of archives, promoting value-added archival research, expanding the range and scope of

archival collections, adding new sources of archival acquisitions, enhancing the quality of archived personal documents, increasing repository space for archives, upgrading technologies and facilities for archival repairs, enhancing multimedia archive storage capacities, enhancing technologies for permanent preservation of e-archives, promoting integrated archival inquiry services, promoting energy conservation and reduced use of paper, promoting an all-in-one archival information network, and introducing cloud-based e-government services.

(B) Access service

In 2015, NAA responded to 119 inquiries from government agencies for access to 23,436 archives, and 23,177 items were provided. NAA received 453 applications from the public for access to 50,069 archives (including records placed in the custody of a cooperating partner), and 44,583 items were provided. As for archives deposited with other agencies, 6 parties applied to use 121 archives. Some archives are temporarily not available, mainly because they have not yet been completely declassified or some cinematic films are seriously deteriorated and cannot be provided for viewing or conversion. A total of 459 applications were submitted for access to 50,190 archives, and 44,704 items were provided.



Archives Access Center



Information Retrieval Area of Archives Access Center



ACROSS(Archives Cross Boundaries)



A⁺(Archives Access service)

Table 2 Access to Archives, 2002 to 2015

Access by government agencies				
Year \ Numbers	Inquiries	Items requested	Items provided	Items not provided
2002	72	763	763	0
2003	75	1,172	1,158	14
2004	77	572	572	0
2005	15	20,786	20,786	0
2006	46	629	629	0
2007	123	4,342	4,305	37
2008	57	8,094	8,093	1
2009	70	18,685	18,670	15
2010	213	85,813	85,795	18
2011	144	3,346	3,339	7
2012	130	7,966	7,965	1
2013	186	35,322	27,484	0
2014	105	25,615	25,605	10
2015	119	23,436	23,177	45
Total	1,432	236,541	236,179	148
Access by the public				
Year \ Numbers	Inquiries	Items requested	Items provided	Items not provided
2002	110	2,429	2,399	30
2003	184	6,842	6,481	361
2004	248	16,410	16,241	169
2005	134	12,631	12,589	42
2006	105	60,775	58,781	1,994
2007	175	58,063	57,567	496
2008	158	73,164	72,308	856
2009	261	68,053	67,378	675
2010	353	75,998	75,802	196
2011	302	78,550	78,127	423
2012	342	53,977	52,954	341
2013	377	59,084	58,655	21
2014	398	57,032	55,664	21
2015	459	50,190	44,704	43
Total	3,606	673,198	659,650	5,668

*As of December 31, 2015, applications for 214 items requested by government agencies, and 5,443 items requested by the public were still being processed.

(C) Publishing online newsletter *Archives LOHAS*

To spread information about archives and promote increased use of archives, NAA on July 16, 2007 issued *Archives LOHAS* No.1, which it has continued to publish and deliver by email in the middle of each month, actively informing the public about NAA policies and services, the availability of access to archives, NAA activities, and new knowledge concerning archives. Recipients of NAA services included: applicants for access to archives; teachers at related departments in universities and colleges; scholars, specialists, and organizations conducting historical research; records management personnel from government agencies; and scholars, specialists, and private citizens with established business relations with NAA. In 2015, a total of 12 issues, from Issue No.91 to No. 102, of *Archives LOHAS* were released.



Homepage of Archives LOHAS No. 91

(D) Information service

1. National reference services

The National Archives Reading and Information Center opened to the public on March 1, 2002. The Center's main services include the following: provides a professional publication on archives management; accepts applications for access to archives; introduces archival holdings; and facilitates queries of archives catalogs. After the NAA moved into the Xinzhuang Joint Office Tower at the end of 2013, it established the Archives Access Center on the 1st floor of the North Tower on January 2, 2014, where it continues to provide access to archives, archival publications, and services. In 2015, there were 1,267 visits to the center. Based on statistics of service types (multiple choices allowed), 544 persons came to apply for access to archives, 123 persons for information inquiries, 22 persons for access to publications, and 586 persons came for other purposes.

Table 3 Visits to the National Archives Reading and Information Center

Unit: person/trip

Services Year	Access applications	Information retrieve	Access to publications	Others	Total
2002	53	35	33	7	128
2003	31	89	63	5	188
2004	75	119	69	43	306
2005	119	49	54	34	256
2006	86	204	45	27	362
2007	187	164	72	80	503
2008	145	140	45	28	358
2009	209	166	14	9	398
2010	196	107	23	21	347
2011	213	87	16	21	337
2012	552	54	13	25	644
2013	487	149	24	19	679
2014	196	126	37	445	804
2015	544	123	22	586	1,275
Total	3,093	1,612	530	1,350	6,585

2. Satisfaction rating on access services

In order to improve the access services, a customer satisfaction survey was conducted in 2015. Among 431 customers (not including 6 customers who accessed archives deposited with other agencies) with experience of access to archives, 294 individuals completed the survey. Average satisfaction across all evaluation indicators was 94.65%. Average satisfaction ratings for the items of “application process,” “service personnel,” and “environment” were 90.82%, 96.96%, and 96.16% respectively.



Apply for archives from the public

Table 4 Statistics and Satisfaction Rating for Access Services to Archives

Unit: Percentage (%)

Degree of Satisfaction (N*=294)		Strongly Agree	Agree	No opinion	Disagree	Strongly Disagree	Average Satisfaction
Application Process	(1) Easy operation of interface	103	144	23	15	6	90.82 %
	(2) Understandability and legibility of application forms	103	147	30	13	0	
	(3) Result of inquiry meets needs	132	138	17	2	0	
Service Personnel	(4) Attitude of service personnel is warm and kind	244	48	2	0	0	96.96 %
	(5) Efficiency of service personnel	211	65	13	4	1	
Environment	(6) General environment is comfortable	198	61	12	0	0	96.16% (Non-visitors excluded)
	(7) Hardware is complete and works well	191	59	20	0	1	
Average satisfaction		94.65%					

*Note: N = Number of survey respondents

3. Promotion of public awareness of access to archives

In 2015, 309 visitors from 8 universities and high schools visited NAA, where they took satisfaction surveys. A total of 292 valid questionnaire responses were collected. The overall satisfaction of the visitors with the services was 97.26%.

(E) Archives exhibitions

NAA conducted 3 exhibitions at the NAA Exhibition Hall in 2015, including the “Highlights from the National Archives,” the “Memory of Everyday Life: Taiwan Diary Exhibition,” and the “Exhibition of Taiwan’s Retrocession Archives.” The total number of visitors was 22,082. The overall satisfaction of the visitors with the exhibitions was over 90%.



Picture 5 On March 23, 2015, officers of the Executive Yuan attended the “Highlights from the National Archives.”



Picture 6 On July 6, 2015, Director of ITH Academia Sinica, Hsieh Kuo-hsing (4th from the left front), and research fellow Hsu Hsueh-chi (2nd from the left front) attended the “Memory of Everyday Life: Taiwan Diary Exhibition” with NAA Director General Chen Hsu-Lin (3rd from the left front) and NAA Deputy Director General Lin Chiu-Yen (1st from the left front).



Picture 7 On October 16, 2015, the opening ceremony of the "Exhibition of Taiwan's Retrocession Archives" was held at the Xinzhuang Joint Office Tower of the Executive Yuan. President of the Control Yuan Chang Po-ya (3rd from the left), Deputy Minister of the National Development Council Huang Wan-Xiang (2nd from the left), Legislator Lee Gui-min (3rd from the right), Secretary-General of Taiwan Provincial Consultative Council Lee Xue-jin (2nd from the right), NAA Director General Chen Hsu-lin (1st from the right) and Director of Taiwan Historica Zhang Hong-ming (1st from the left) attended the opening of the exhibition.



Picture 8 On December 11, 2015, President Ma (2nd from the left) attended the "Exhibition of Taiwan's Retrocession Archives" and observed archives preservation work.

(F) Promotion of archives access and education service

In 2014, NAA launched the “Archival Resources for Teaching (ART)” website to provide high school teachers with resources for history education. Moreover, in 2015, outreach programs were arranged for teachers in 10 schools and a total of 233 teachers participated. Over 90% of the participants agreed that the website is useful for teaching and learning. In addition, NAA held 9 seminars to familiarize the academic sector with the access service.



ART(Archival Resources for Teaching)

III. Advancement of the government agency records management system

A. Advancement of important regulation systems

- (A) Review and approval of schedules for government agency records retention periods

As of year-end 2015, 7,157 schedules for government agency records retention periods had been approved. In 2015, 77 schedules were reviewed, and 65 schedules were approved, involving 253 agencies.

- (B) Review and approval of the destruction of government agency records catalogs

As of year-end 2015, the destruction of 28,848 government agency records catalogs was reviewed and approved. In 2015, the destruction of 2,751 such records was reviewed and approved.

- (C) Archives appraisal

The “Archives Act” and the “Regulations for Transfer of National Archives” require government agencies to appraise the value of archives over 25 years old and to produce an archival catalog and appraisal report to be reviewed by the NAA.

In 2015, under the National Archival Acquisition Plan (2010-2015), NAA reviewed 15,189 records from the Executive Yuan (in the categories of general affairs, main affairs, traffic affairs, and Mongolian and Tibetan affairs), and selected 45.8% (6,954 files) as archives.

- (D) Assistance with government agency records transferal in connection with the organizational reform of the Executive Yuan

Under the reorganization program of the Executive Yuan, NAA is in charge of planning and implementing the Agency Records Transferal

Work Group of the Task Force for Organizational Reform of the Executive Yuan. In order to inspect the progress of plans to transfer records to the Executive Yuan's newly established government agencies, NAA in 2015 conducted quarterly reviews of records transfers.

(E) Implementing the disposal of agency records

NAA is now implementing its Medium-Term Plan for Orderly Disposal of Agency Records (2016-2019), 8 government agencies participate in this project for record disposal, facilitate the process and preserve agency records worth preserving.

B. Cultivation of human resources

In 2015, NAA offered 80 training sessions and for 4,923 participants. At the Civil Service Development Institute under the Directorate-General of Personnel Administration of the Executive Yuan, NAA conducted 47 public sessions of digital archives training. In 2015, 139,153 persons participated in the training and a total of 96,313 persons were issued certificates after successful completion of the training.

Table 5 Training Programs for Archives Management

No.	Training type	Number of sessions	Number of trainees
1	Outsourced training	1	45
2	In-house training	43	2,022
3	Support for training by other agencies	36	2,856
Total		80	4,923

C. Evaluation of records management

In order to set the benchmark for archives management, NAA organized the 13th Records Management Quality Awards and the Outstanding Archivist Awards. In 2015, 18 government agencies and 14 individuals received awards. The award ceremony was held at the International Conference Hall of the National Central Library. Duh Tyzz-Jiun, Minister of the National Development Council, presented awards at the ceremony, which was also attended by previous award winners and government

agencies.



Picture 9 On September 16, 2015, Winners of the 13th Records Management Quality Award are shown with Duh Tyzz-Jiun (center), Minister of the National Development Council.

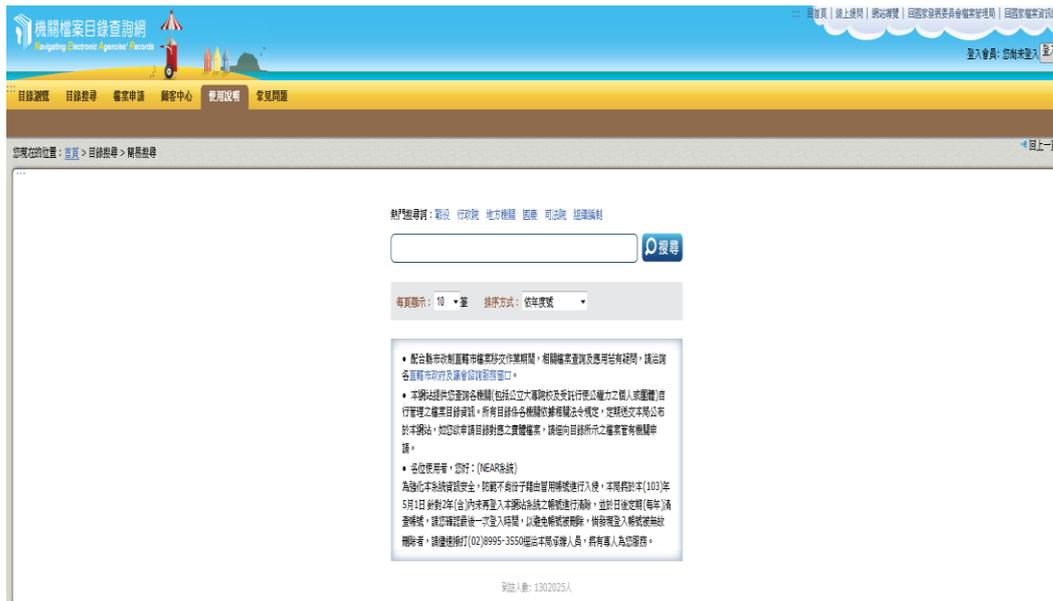


Picture 10 On September 16, 2015, Winners of the 13th Outstanding Archivist Awards are shown with Duh Tyzz-Jiun (center), Minister of the National Development Council.

D. Records information submission and website utilization

(A) Records catalogs published by government agencies

As of year-end 2015, the total number of government agency record catalogs published on NAA's NEAR website (<https://near.archives.gov.tw>) stood at 525,648,034.



NEAR(Navigating Electronic Agencies' Records)

(B) Statistics of NEAR usage

From September 17, 2002 to December 2015, NEAR was visited by 1,488,812 online users. In 2015, a total of 102,894 users visited NEAR. The total number of searches in 2015 was 148,123, including 114,796 simple searches (77.5%) and 33,327 advanced searches (22.5%).

(C) Statistics of ACROSS usage

By the end of 2015, the ACROSS website had integrated 89 databases developed by 28 libraries, museums, and archives in Taiwan. It was browsed by 3,356,720 users since March 10, 2010. In 2015, the 34,339 visitors to ACROSS made a total of 33,852 searches.

IV. Documents flow process management and computerization of documents and records management

A. Documents flow process management

(A) Statistics of official document processing status

In accordance with the Guidelines for Official Document Flow Management, NAA assembles statistical data regarding the processing status of official documents from the Executive Yuan and its first-level agencies, and reports findings to the NDC on a quarterly basis. The NDC reports to the Premier the latest processing status of official documents.

(B) Timeliness management of official document processing

In accordance with the Guidelines for Official Document Flow Management, NAA is responsible for monitoring the timeliness of official document processing of all agencies under the Executive Yuan. In 2015, NAA monitored the progress of official document processing at the Ministry of Transportation and Communications, the Financial Supervisory Commission, the Mainland Affairs Council, and the Atomic Energy Council, and provided comments and suggestions for improvement in writing.

(C) Document flow process management seminars

To raise public awareness of the Guidelines for Official Document Flow Management and related regulations, and to enhance the efficiency of official document processing, NAA held a document flow process management seminar at the International Conference Hall of the Xinzhuang Joint Office Tower of the Executive Yuan on November 26, 2015. The event was attended by 185 persons.

B. Updated Project to Conserve Energy and Reduce Paper

Consumption by Use of Electronic Documents

The Executive Yuan on March 20, 2014 launched an "Updated Project to Conserve Energy and Reduce Paper Consumption by Use of Electronic Documents," which sets out four numerical targets to be met by 2016 (the percentage of agencies using an online official document signing system; the percentage of official documents signed using an online official document signing system; the percentage of official documents exchanged using an electronic official document online exchange system; and the percentage of meetings held electronically), and all four of these targets were fulfilled ahead of schedule in 2015. On September 18, 2015, the task force submitted its final report to the Executive Yuan to the conclusion report to serve as reference for the relevant authorities.

C. Electronic Documents and Records service

The Electronic Documents and Records Service Center was inaugurated on December 26, 2013. It is responsible for conducting research regarding electronic documents and records preservation, functionality development, maintenance and operation of electronic document exchange systems, and multimedia preservation. The NAA in 2015 received 39 requests for assistance in migration, destruction, and recovery of electronic files, and repaired 4,356 items of storage media at the Electronic Documents and Records Service Center.

The NAA held 94 training courses on documents and archives information systems, electronic record-keeping technology, and electronic document exchange systems. These training sessions attracted a total attendance of 4,501.

D. Documents and Records information system performance and security

In 2015, NAA completed functional enhancement in the related information systems in terms of user requirements, and reallocated computing resources to strengthen the efficiency of all information

systems by routine maintenance. An information security management system has been in place since 2003. The original coverage of the information security system was extended and converted to comply with the ISO 27001: 2005 standard in 2006, and NAA was re-certified in 2009 and 2012. Afterwards, NAA extended the coverage again to all NAA operations and passed the continuing assessment audit for ISO 27001: 2013 in March, 2015.

In addition, to strengthen information security protection, NAA established a dedicated Security Operation Center (SOC) on a pilot basis for electronic documents exchange systems with an eye to enhancing real-time monitoring capability and creating a coordinated defense mechanism.

Address : 9F., North Tower, No.439, Zhongping Rd., Xinzhuang Dist., New Taipei City
24220, Taiwan (R.O.C.)

Tel : 886-2-8995-3700

Fax : 886-2-8995-6469

