

# National Archives Administration

Republic of China (Taiwan)

Annual Report **2004**



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# A Message from the Director General

The management of archives and records involves far more than the fundamental work of preserving documentary evidences to national development; it is also the font of the government's knowledge management. Following the promulgation of the Archives Act, government agencies in Taiwan have gradually broken out of the traditional service pattern which are more focus on document storage in their management of archives, and through the adoption of current management concepts they have moved steadily toward accomplishment of the vital mission of preserving and passing on the nation's cultural and knowledge assets.

The National Archives Administration first published its Annual Report 2002-2003 last year (2004) to serve as a record of the development of our archives management. This year we continue with our 2004 Annual Report, the content of which follows up on the information contained in the 2002-2003 Annual Report. Some of the statistics in the Annual Report have value for year-to-year comparison; to make it easier for users, we are printing these statistical charts side-by-side this year. We hope that this will help give our readers a general understanding of the ongoing development of our national archives management work.

We have fully achieved our goals for the first-phase establishment of archives management. Looking to the future, in working toward the establishment of a National Archives Hall the NAA has located the Kodak Building to serve as the near-term repository for national archives; the building will be renovated in stages in 2005-2006, and it will be occupied by stages as the work is completed. This will provide a larger space for the collection and preservation of the national archives. Further, along with the progress of government re-engineering, the NAA must proactively change in its organization and service functions, and initiate the national archives' collection and transfer strategy, in order to lead the development of Taiwan's archive management into a stable growth.

*Su Po Chen*

Director General

National Archives Administration



# About the NAA

## 1. Organization and Personnel

### (1) Organization and Development

The National Archives Administration was established on Nov. 23, 2001 and operates under the jurisdiction of the Research, Development and Evaluation Commission of the Executive Yuan.

The NAA has five divisions and three offices: the Planning Division, Acquisition Division, Archives Preservation Division, Service Division, Archives Information Division, Secretariat, Personnel Office, and Accounting Office. Its structure also includes a National Archives Committee that is responsible for reviewing judgments, classifications, retention periods, and disputes related to the national archives. The Committee also provides consultation services in regard to archives management and application policy.



**Chart 1** Organization of the National Archives Administration



**(2) The NAA Service Team**

Director General	<b>Su-po Chen</b>
Deputy Director General	<b>Tsung-ming Chang</b>
Deputy Director General	<b>Shiow-jiuang Yang</b>
Chief Secretary	<b>Chiu-yen Lin</b>
Division Director, Planning Division	<b>Chung-hsien Wang</b>
Division Director, Acquisition Division	<b>Cheng-min Huang</b>
Division Director, Archives Preservation Division	<b>Hung-ming Chang</b>
Division Director, Services Division	<b>Chi-i Hsu</b>
Division Director, Archives Information Division	<b>Pei-in Chao</b>
Chief Personnel Officer	<b>Li Wang</b>
Chief Accounting Officer	<b>Hsiao-chen Chen</b>
Senior Executive Officer, Secretariat	<b>Yen-shi Lee</b>

**(3) Functions**

- a. Plan and formulate archives policies, regulations and management system.
- b. Supervise and evaluate the management and application of government records.
- c. Compile and publish archives catalogs.
- d. Examine the archives disposal plans and catalogs of government records.
- e. Review judgments, classification, retention period and other disputes related to the archives management issues.



- f. Plan and promote relevant acquisition, transfer, arrangement, preservation, accessibility of national archives and application facilities.
- g. Plan and coordinate donation, entrustment or acquisition of private or organizational documents or records.
- h. Plan and carry out opening and utilization of national archives.
- i. Plan and build a national archives information system.
- j. Conduct staff training, research archives management and applications, archives publications, technology development, academic exchanges and international cooperation.
- k. Other archives-related matters.

**(4) Human Resources**

The actual number of personnel on the NAA staff was 96.

**(5) Team Honors**

- a. Passed BS7799-2: 2002 information security certification in February 2004.
- b. Received the Public Opinion Award at the 6<sup>th</sup> Executive Yuan Service Quality Awards.

**2. Medium-term and Long-term Strategic Planning**

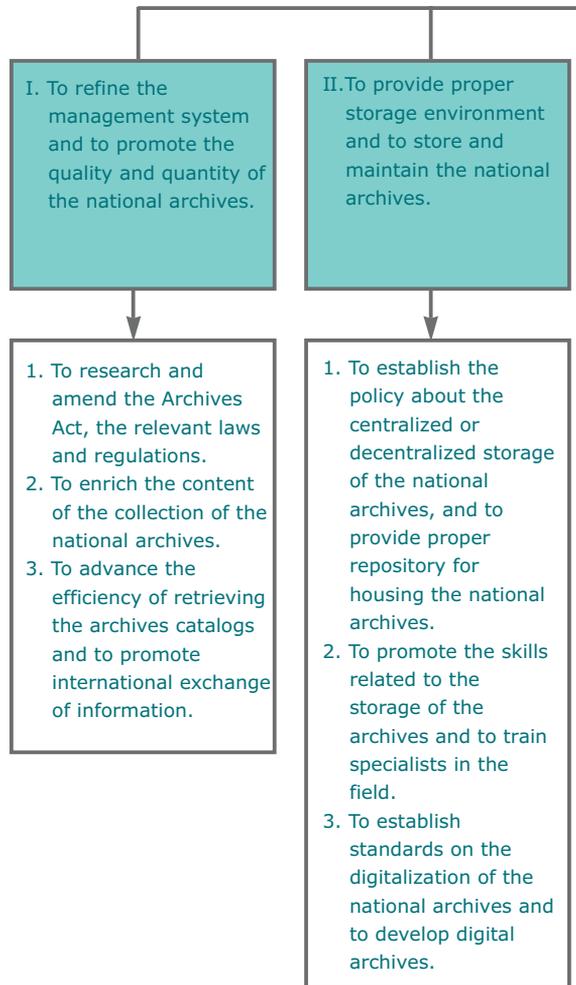
**(1) Our Value and Vision**

**Core values:**

To provide evidence of the progress and create the intellectual property of our country.

**Vision:**

We promote the efficiency of the governmental knowledge management and offer easy access to governmental archives and records for all citizens.



To provide evidence of the progress and create the intellectual property of our country

We promote the efficiency of the governmental knowledge management and offer easy access to governmental archives and records for all citizens.

III. To enhance the digital management of the archives and to ensure the security of the archives information.

1. To establish the information system of the national archives.
2. To propagate the computerization of the archives management.
3. To advance the retrieval features of the archives catalogs and full texts.
4. To establish the mechanism of the records information security.
5. To propagate electronic records management mechanism.
6. To establish a knowledge based decision supporting system.

IV. To create value for the archives and to provide convenient application services.

1. To publicize the awareness of the archives and to attract the public's attention on the value of the archives.
2. To establish a single retrieval unit for the national archive catalogs for the convenience of the public's retrieval.
3. To edit and publish the literature on archival topics and topical catalogs for people's use.
4. To establish an on-line service mechanism to offer customers with complete text digital images and to provide convenient user services.
5. To establish a standardized national reading center which satisfies the public's needs and provides professional reference assistance.
6. To assist government agencies to establish places for the viewing of archives and to publicize the application services for the convenience of the public's application.

V. To improve the organization functions of the archival sectors and raise the professional knowledge and the management efficiency.

1. To coordinate with the governmental reorganization and adjust the functions of the National Archives Administration, R.O.C..
2. To request for the personnel, budgets, and resources needed for the archives sectors development.
3. To refine the archives management performance assessment and control system.
4. To promote the professional education for archives sectors' staffs.

Core value

Vision

Goals

Objectives

**Chart 2** Core Values, Vision, and Goals of the Strategic Plan for Archives Management (2002-2011)

## (2) Medium-term Strategic Plan

### a. Key Points of Medium-term Strategic Plan (2002-2005)

Development Priority: Promoting the new archives management system; promotion of archives access and utilization.

Strategic goals: Enhance the government's effectiveness in knowledge management and facilitate public access to archives information.

### Essentials of plan contents:

#### (a) Promoting a sound Archive Management System:

Upgrading of the quality and professionalism of archives management, help government agencies organize archive catalogs and old records, review expiration dates of government records and handle records disposal.

#### (b) Improving the national archives:

Handling of the value assessment of national archives and the transfer of national archives, and collection of valuable individual and legal entity documents.

#### (c) Strengthen Archive Conservation and Digital Preservation:

Planning and preparation of storage facilities for national archives, planning of national archives preservation and maintenance, and planning of digitization and storage of national archives.

#### (d) Strengthen Archive Utilization Services, Provide Convenient Public Access to Archives:

Compilation of archive catalogs and assistance to agencies in establishing archive utilization venues, organizing of archive displays and promotions, promotion of archive utilization service concepts, provision of archive utilization and reference consultation, and heightening of customer service satisfaction.



(e) *Computerization of government records management:*

Implementation of National Archives Information System, promotion and assistance for the digitization of government records management, establish a electronic document record operating system, and an archives knowledge management system.

b. Individual Medium-term Programs

(a) Archives Management Integration Program (2001-2004)

(b) Archives computerization Plan (2001-2004)

(c) National Archives Administration Office Building Renovation Program (2001-2004)

(d) National Archives Information System Installation Program (2003-2006)

c. Performance

With the exception of "National Archives Retrievability Ratio," for which the target achievement ratio was only 96%, for the delay of national archives transferring process to NAA, all other evaluation indexes were met on time and on quality.

**Table 1 Achievement of Medium-term Goals**

Strategic Goals	Evaluation Indicators	Goal	Actual Achievement
Enhance government effectiveness in knowledge management and facilitate public access to archival information	Numbers of records cataloging agencies has made legally.	20,000,000	41,674,967
	Handling of the transfer of permanently stored documents by government agencies	3,000	4,305
	Ratio of complete national archives scanned	20%	120%
	Ratio of national archive catalogs available for inquiry	100%	96%
	Ratio of agency archive catalogs available for inquiry	30%	31.2%
	Average use of items in the National Archives Holdings	7%	23%
	Government agencies records management computerization	35%	38.3%

### 3. Annual Budget

The annual budget was NT\$352,237,000.

### 4. Laws and Regulations

The revision of regulations related to the Archives Act continued, with eight regulations being revised and implemented.

### 5. Research and Development

A total of 14 publications have been published and 10 research projects have been carried out.



**Table 2 Revision of Regulations and Directions**

Name	Date of Promulgation	Document Number	Notes
The Implementation Regulations for Archives on Electronic Storage	Feb. 10, 2004	NAA Dang Mi Zih No. 09300009571	Regulation
The Management Regulations for Classified Archives	Apr. 21, 2004	Executive Yuan Yuan Tai Mi Zih No. 0930016794	Regulation
Fee Standards to View, Copy, or Duplicate Archives	June 16, 2004	NAA Dang Ying Zih No. 09300046581	Regulation
Criteria for Appraising Government Agency Archives Management for the Golden Archive Awards	Feb. 27, 2004	NAA Dang Chih Zih No. 09300013041	Direction
Selection and Incentive Guidelines for Outstanding Archive Management Personnel	Feb. 27, 2004	NAA Dang Chih Zih No. 09300013041	Direction
Former President's Archives Preservation and Management Directions (rescinded)	Mar. 12, 2004	NAA Dang Jheng Zih No. 0930006014	Direction
Directions for Check-in of Records	Apr. 12, 2004	NAA Dang Jheng Zih No. 09300020471	Direction
Directions for the Cataloging of Archives	Oct. 21, 2004	NAA Dang Jheng Zih No. 09300177441	Direction

# Management and Services of National Archives

## 1. Archives Acquisition

In the investigation and collection of archives from state-run enterprises, a total of 4,229 items were transferred from the Plastics Factory of the Veterans Affairs Commission. To establish strategies for the collection of national archives, the NAA has completed the commissioned compilations of three categories of national archives-economic, national defense, and foreign affairs-as references in the future selection of national archives.

## 2. Archives collection

### (1) Type and Quantity of National Archives

National archives under the custodianship of the NAA at the end of 2004 totaled 78,085 hard-copy written archives, 44 rolls of videotaped archives, and 7,222 rolls of audiotaped archives.

**Table 3 National Archives-By Type of Media**

Type of Storage Media	Number
Hard Copy (items)	78,085
Videotape (rolls)	44
Audiotape (rolls)	7,222



## (2) National Archives Management

### a. Custodianship of National Archives

From 2002 through 2004 the NAA temporarily transferred 19,848 rolls, 4,365 items, and 2,973 volumes of national archives.

**Table 4 National Archives – Temporarily Transferred Records**

Year	Quantity
2002	4,277 rolls, 55 items
2003	11,764 rolls, 1,848 items
2004	3,897 rolls, 2,462 items, 2,973 volumes
Total	19,848 rolls, 4,365 items, 2,973 volumes

### b. Repair of Damaged National Archives

A total of 67,214 pages of damaged national archives were repaired from 2001 through 2003.

**Table 5 National Archives – Number of Pages of Repaired Archives**

Year	Name	Restoration Personnel	No. of Pages
2001	Feb. 28 Incident	1	5,434
2002	Feb. 28 Incident	2	18,860
2003	Feb. 28 Incident	2	21,373
2004	Feb. 28 Incident	2	21,547
Total			67,214

### (3) Digital Image Scanning of National Archives

A total of 205,090 pages of national archives were screened in 2003; 45,802 were transferred to microfiche, and to 180 rolls of audiotape.

**Table 6 National Archives – Quantity of Reproduction**

Year	Type of Archive	Quantity Reproduced	Specifications
2004	National Assembly Constitutional Files (partial)	205,090 pages	Full color; resolution of 300 dpi; jpg format
2004	National Assembly Audiovisual Files (roll tape, partial)	480 rolls	RIFF-WAVE format for stored files; MP3 format for circulating files
2004	Microfilm Production of Formosa Incident files (partial)	45,802 pages	16mm roll film, silver halide film; reduction of at least 24X



### 3. Service Promotion

#### (1) Utilization of Archives

##### a. Archives Customer Service Policy

*The White Paper on Archives Customer Services* was completed in July of 2002.

*The 2003 Archives Customer Service Report* was printed in March of 2004 for use as a reference in reviewing and revising customer service targets and measurement indexes for 2005.

##### b. Cataloging of National Archives and Ratio of Accessibility

In addition to that portion of the national archives that were transferred to the NAA beginning only at the end of December 2004, leaving no time for cataloging and making available for inquiry, the accessibility of national archives reached a ratio of 96%.

##### c. Results of National Archives Utilization

Approved utilization of national archives in 2004 totaled 572 cases of utilization by government agencies and 16,241 cases of use by the public.

**Table 7 Applications for National Archives**

Item	Year	2002	2003	2004	Total
Official Applications by Government Agencies					
Number of Applications (cases)		72	75	77	224
Number of Archives Requested (items)		763	1,171	572	2,506
Number of Applications Approved (items)		763	1,157	572	2,492
Number of Applications Denied (items)		0	14	0	14
Applications by the Public					
Number of Applications (cases)		110	184	248	542
Number of Archives Requested (items)		2,429	6,842	16,410	25,681
Number of Applications Approved (items)		2,399	6,462	16,241	25,102
Number of Applications Denied (items)		30	380	169	579

d. Website Services

The NAA has established the following websites:

- (a) 228 Incident archives: <http://www.archives.gov.tw/228>; established in February of 2001.
- (b) 921 Earthquake archives: <http://www.archives.gov.tw/921>; established in September of 2002.
- (c) National Electronic Archives Retrieval (NEAR):  
<http://near.archives.gov.tw>; established in September 2002.
- (d) Formosa Incident archives: <http://www.archives.gov.tw/formosa>; established in February of 2003

**Table 8 Number of Website Hits**

Website	Date Inaugurated	No. of Hits*
228 Incident	Feb. 28, 2001	323,854
921 Earthquake	Sept. 17, 2002	41,800
Formosa Incident	Feb. 28, 2003	26,502

\*Statistics to Dec. 31, 2004



## (2) Archives Exhibition and Customer Inquiry Services

### a. Archives Exhibitions

The NAA opened a permanent exhibition of national archives on the ground floor of its building in January of 2004. From January through June the theme of the exhibition was the 228 Incident; from July through December, it was National Assembly and Constitution.

### b. Archives Inquiry Services

- (a) The National Archives Reading and Information Center has been set up to provide a range of services including application for the release of national archives, archives catalog inquiry, specialized publications on archive management, and introduction of publications in the Center's collection.

At the end of December 2004 the Center's collection included 2,186 volumes of Chinese books, 559 volumes of foreign-language books, 33 Chinese periodicals, and 19 foreign-language periodicals.

**Table 9 Use of National Archives Reading and Information Center**

Unit: Visit

Type of Service	2002	2003	2004
Application for Use of National Archives	53	31	75
Information Retrieve	35	89	119
Reading of Publications	33	63	69
Others	7	5	43
Total	118	188	306

- (b) A Customer Service Center has been established to provide consultation services to government agencies concerning archives management and to the public concerning archives utilization.

The Center handled 835 inquiries in 2004.

**Table 10 Customer Inquiry Service Statistics**

Type of Service		2002	2003	2004	Notes
Type of Inquiries (cases)	Personal Visit	3	1	3	
	Hot-line Inquiry	940	627	730	
	E-mail	23	6	57	
	Facsimile	2	0	0	
	Subtotal	968	634	790	
No. of Inquiries (items)	No. of Inquiries	1,067	698	835	Since each inquiry can consist of more than one question, there are more inquiry items than inquiry cases.
	Subtotal	1,067	698	835	
Disposition of Hot-line Inquiries (items)	Handled Directly	636	547	555	
	Transferred to Responsible Unit	304	144	220	
	Subtotal	940	691	775	

**Table 11 Customer Satisfaction Survey for Hot-line Inquiries**

Unit: %

Satisfaction Indicator	2002 (N=75)	2003 (N=132)	2004 (N=226)
Completeness of Interpretation by Service Personnel	80.00	76.87	70.59
Attitude of Service Personnel	90.67	92.53	70.59
Skill of Interpretation	81.33	76.12	76.12
Efficiency of Service Personnel	81.33	81.34	77.73

**(3) Holding of Modern Archives Management Conference**

The NAA held a Modern Archives Management Conference on Sept. 2-3, 2004, with about 200 invited participants including representatives from government agencies, scholars and experts in related fields, information companies, civic groups, religious groups, and domestic enterprises. Four topics were addressed during the Conference, and 15 papers were presented.

# Performance of Government Records Management

## 1. Outcomes of Major Programs

### (1) Review of Government Records Schedules

- a. The Principles for Compilation of Records Schedules and Regulations Governing Approval Procedures were promulgated on Jan. 29, 2002. A total of 5,681 agencies had sent records schedules for review by the end of 2004, and 2,779 of them had been approved.
- b. In accordance with the plan for compilation of the Common Retention Period Criteria for Government Records, education, land administration, household registration, courts, and prosecutorial common archives retention schedule criteria have been completed for application by four types of supporting agencies-government ethics, personnel, auditing, and administration-as well as for public schools at the senior high level and below, land administration and household administration agencies under special municipality, county, and city governments, and courts and prosecutorial agencies.

**Table 12 Review of Records Schedule for Government Agencies**

Item	2003	2004
No. of Agencies Required to Submit	8,158	8,158
No. of Agencies Already Submitting	4,713	5,681
No. of Agencies Yet to Submit	3,445	2,477
No. of Agencies Approved	797	2,779



## (2) Review of Lists of Agency Records to be Destroyed

Items of government records to be destroyed on lists submitted by the end of 2004 totaled 99,494,460 items; review had been completed for 41,753,382 items, of which 37,957,770 items had been approved for destruction and 3,795,612 items had been disapproved.

**Table 13 Review of Agency Records to be Destroyed**

Unit: Item

Year	No. Submitted for Destruction	Disposition of Submissions		
		Approved	Disapproved	Total
2002	27,325,311	3,712,290	1,380,199	5,092,489
2003	44,896,258	11,253,998	1,773,603	13,027,601
2004	27,272,891	22,991,482	641,810	23,633,292
Total	99,494,460	37,957,770	3,795,612	41,753,382

Note: The chart does not include standard application forms and registers.

## (3) Utilization of Human Resources

### a. Three local provisional and seasonal public service projects

In line with the Council of Labor Affairs' "Local Provisional and Seasonal Public Service Plan," the NAA proposed a "Local Provisional and Seasonal Public Service Plan - Cataloging of Old Archives Operating Plans 1, 2, and 3." The three plans were implemented from Oct. 15, 2003 to Sept. 30, 2004, providing jobs for a total of 1,859 unemployed persons and helping local governments and their agencies to complete the cataloging of more than 13.39 million records.

### b. Use of alternative service people to help with archives management

The NAA formulated the "Implementation Plan for the Use of Alternative Service People by the National Archives Administration in 2004" and was allocated 50 alternative service people that year, 45 of whom were sent to serve with the Taipei City Government, three with the Yilan County Government, and two with the Nantou County Government.



## 2. Manpower Training Performance

A total of 276 training courses were held in 2004, with a total of 9,563 participants.

**Table 14 Archives Management Training**

Training Course	N. of Courses	No. of Trainees
Archives Management Camp	4	292
Archives Preservation and Maintenance Seminar	2	132
Agency Archives Reproduction and Storage	2	122
Online Management of Agency Records Seminar	6	105
Archives Cataloging Software	30	798
National Archives Information System - Basic Course	101	3,015
National Archives Information System - Advanced Course	85	2,285
National Archives Information System - Information Course	17	513
Support for Training by Other Agencies	29	2,301
<b>Total</b>	<b>276</b>	<b>9,563</b>

### 3. Archive Management Awards

The second Archives Management Quality Awards and Outstanding Archivist Awards were carried out, with 70 agencies and 74 archives managers participating. Following the competition, 25 agencies and 34 individuals received awards.

### 4. Records Management Services

#### (1) Cataloging and Announcement by Agencies

The compilation and announcement of 119,849,759 items of government records on the National Electronic Archives Retrieval website had been carried out by Dec. 31, 2004, providing public access via the Internet.

**Table 15 Catalog Statistics for Central and Local Government Records**

Apr. 1, 2002 – Dec. 31, 2004

Type of Agency		No. of Agencies	No. of Cataloged Records	Ratio of Total (%)
Central	Executive Yuan and Subordinate Agencies	1,560	49,450,915	41.26
	Legislative Yuan	1	36,911	0.03
	Judicial Yuan and Subordinate Agencies	35	4,803,840	4.01
	Examination Yuan and Subordinate Agencies	7	922,621	0.77
	Control Yuan and Subordinate Agencies	26	524,705	0.44
	Other Central Government Agencies and Subordinate Agencies	9	700,942	0.58
	Subtotal	1,638	56,439,934	47.09
Local		4,701	63,409,825	52.91
Total		6,339	119,849,759	100

**Table 16 Category of Catalogued Government Records**

Apr. 1, 2002 - Dec.31, 2004

Type of Agency	No. of Agencies	No. of Records	Ratio of Total(%)
Government	2,488	90,329,664	75.37
Enterprise	689	15,132,427	12.63
Public Schools	3,162	14,387,668	12.00
Total	6,339	119,849,759	100

**(2) Agency Record Utilization Services****Table 17 Distribution of Public Applications to Government Agencies for Access to Records**

No. Applications	2002		2003		2004	
	No. Agencies	Ratio (%)	No. Agencies	Ratio (%)	No. Agencies	Ratio (%)
0	92	80.00	81	70.43	78	72.90
1	4	3.48	10	8.69	10	9.34
2	6	5.22	8	6.90	8	7.48
3	2	1.74	5	4.35	4	3.74
4	0	0	1	0.87	0	0
5	0	0	0	0	2	1.87
6	0	0	1	0.87	1	0.93
7	1	0.87	1	0.87	0	0
8	1	0.87	0	0	0	0
9	1	0.87	0	0	0	0
10 or More	5	4.34	5	4.34	4	3.74
Unknown	1	0.87	0	0	0	0
Not Given	2	1.74	3	2.61	0	0
Total	115	100	115	100	107	100

**Table 18 Numbers of Applications to Government Agencies for Access to Records**

No. Applications	2002		2003		2004	
	No. Agencies	Ratio (%)	No. Agencies	Ratio (%)	No. Agencies	Ratio (%)
10 and Under	13	61.91	16	51.61	17	58.62
11-20	0	0	3	9.68	3	10.34
21-30	2	9.52	1	3.23	0	0
31-40	0	0	1	3.23	1	3.45
41-50	0	0	2	6.45	1	3.45
51-60	0	0	0	0	1	3.45
61-70	0	0	0	0	1	3.45
71-80	0	0	0	0	0	0
81-90	0	0	1	3.23	0	0
91-100	0	0	1	3.23	0	0
101 and Above	4	19.05	6	19.35	4	13.79
Not Given	2	9.52	0	0	1	3.45
Total	21	100	31	100	29	100

**Table 19 Approved/Disapproved Applications for Access to Agency Records**

Disposition	2002		2003		2004	
	No. Agencies	Ratio (%)	No. Agencies	Ratio (%)	No. Agencies	Ratio (%)
Approved	25,679	98.99	10,385	94.39	7,547	96.26
Disapproved	261	1.01	617	5.61	293	3.74
Total	25,940	100	11,002	100	7,840	100



**Table 20 Average Handling Times for Public Applications for Access to Archives**

Time Required	2002		2003		2004	
	No. Agencies	Ratio (%)	No. Agencies	Ratio (%)	No. Agencies	Ratio (%)
5 Days and Under	6	28.57	10	32.26	8	27.58
6-10 Days	9	42.86	13	41.94	10	34.48
11-15 Days	0	0	3	9.68	2	6.9
16-20 Days	1	4.76	0	0	0	0
21-25 Days	1	4.76	1	3.23	1	3.45
26-30 Days	3	14.49	4	12.90	3	10.35
30 Days and Above	1	4.76	0	0	0	0
Not Given	0	0	0	0	5	17.24
Total	21	100	31	100	29	100

### (3) Utilization of the NEAR Website

The National Electronic Archives Retrieval website was inaugurated for retrieval services on Sept. 17, 2002, and 189,399 persons had visited it by Dec. 31, 2004. Agency requests for utilization using the website totaled 992, and the number of items requested reached 2,791. In addition, 1,157 persons had registered to become members of the NAA Customer Service Center.

**Table 21 Use NEAR for Access to Archives**

Indicator	2002	2003	2004
No. of Archive Applications ( times )	266	730	992
No. of Archives Requested ( items )	319	1,686	2,791

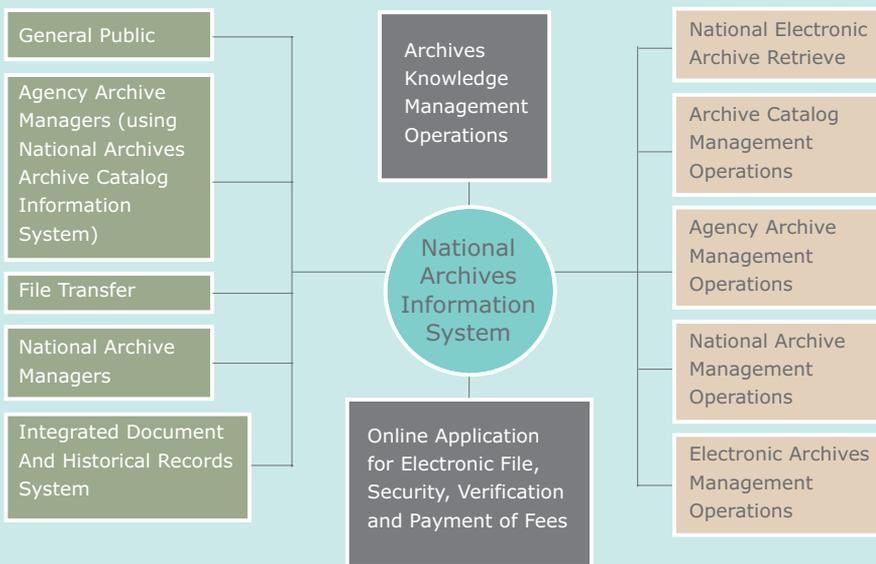
# Performance of Archives Management Information System

## 1. Digitization Projects

### (1) National Archives Information System Plan

National Archives Information System Plan (2003-2006) was proposed in 2002, and was approved by the Executive Yuan in 2003. The plan goals include the following:

- a. Compilation and announcement of agency records catalogs and use of the convenience of the Internet to provide a single portal for archives so as to promote the opening up of government archives information and the transparency of administration.
- b. Provision of an online agency archives management system and agency electronic document file management system so as to achieve the digitization of agency archives management.
- c. Opening up of online access to national archives in the form of images and electronic text.
- d. Establishment of an integrated electronic operating system for electronic documents and records so as to create an effective flow of government information.
- e. Establishment of a digital storage system for national archives so as to provide for the permanent storage of archives of special value.
- f. Extraction of the value-added of archives so as to produce the new knowledge.



**Figure 3** Framework of the National Archives Information System

## **(2) Trial Operation Plan of the Electronic Document Management System for Agencies**

The Trial Operation Plan of the Electronic Document Management System for Agencies was inaugurated in 2003. Its goals are as follows:

- a. Establishment of a trial system for different scopes of operation in line with the Guidelines for Agency Electronic Document Management Operations, and carrying out of trial operations so as to gain an understanding of the problems those agencies might encounter in actual operations.
- b. Establishment of an operating system for the integrated management of printed and electronic files by government agencies.
- c. Creation of a complete, realistic, and practicable electronic document management system.
- d. Maintenance of the future retrievability of electronic files, and provision of rapid and secure online browsing of electronic files.
- e. Establishment of an integrated standard operating interface and software for document and file management so as to achieve the goal of integrated management of documents and files by government agencies.

## **2. Development of Records Management Application Systems**

### **(1) Establishment of a Nation-wide Archives Information System**

Archives cataloging and filing software was developed and provided for the free use of government agencies. A total of 3,988 agencies made use of this software in 2004, and more than 5,000 agencies applied for the transmission of archives over the Internet.

### **(2) Trial Operation of the Electronic Document File Management System**

The NAA began using the electronic document management system to handle the receipt and issuance of documents as well as file management on Mar. 1, 2004. Two trial operations plan meetings and an "Electronic Document Management System Trial Operation Plan Task Force Seminar" were held, and seven testing agencies were assisted in introducing and using the system.

### **(3) Development and Installation of the National Archives Information System**

This system was provided to NAA divisions in July of 2004 for use in records cataloging and custodianship, and system design and application operations were completed for a common platform fee mechanism.

### **(4) Developing Virtual Archives**

Various types of data were collected, and planning and content design were carried out for a website and virtual system to facilitate online browsing by the public.

### **(5) Research on Nation-wide Archives Knowledge Management System**

Experts and scholars were commissioned to carry out a study of how to combine application and archives knowledge exploitation so that the vast amount of information in the archive catalog databases can be sifted out and used to provide the specialized domain know-how needed by different types of agency users, thereby forming a prototype archival knowledgebase.

### **(6) Augmentation of the NAA's World Wide Web and Internal Website Functions**

The NAA's World Wide Web system has certificated the third-grade priority in December of 2004, conforming to the strictest of disability accessible web page standards.

### **(7) Establishment of a Remote Backup Mechanism for the Nation-wide Archives Information System**

Detailed framework planning was carried out for a remote backup system, and NAA's existing equipment was assessed and readjusted, so that data from the nation-wide archives information system can be reproduced and stored on that system each day.

### **(8) Introduction of the NAA's Information Security Management System**

The Manual of NAA's Information Security Management System has been published and the overall reassessment and readjustment of the system framework have been carried out so as to reinforce the security of the NAA's information systems. BS7799-2:2002 information security certification was passed in February of 2004, and follow-up assessment was carried out in August of 2004 and February of 2005.

# Future Prospects

To accommodate to the changes that are taking place in the internal and external environments for archives management and build up a healthy archives management system, the National Archives Administration has listed the review and revision of the Archives Act among its key tasks for the year. We hope to bring about a more perfect Archives Act that will help the archives management of the different government agencies to operate more smoothly than ever. In response to the needs of archives acquisition and custodianship, the NAA is actively preparing a venue for the near-term storage of the national archives and working to lay a foundation for the nation's first National Archives Hall. In line with the progress of value-added archives work and the review of the NAA's organizational functions, our goal for the future is to build up a stronger archives management system and a more vigorous development of the archives undertaking.





# Major Events in 2004

<b>Jan. 19</b>	Passed phase-one written examination for BS7799-2: 2002 information security certification.
<b>Jan. 28</b>	Completed revision of the Implementation Regulations for Archives on Electronic Storage and reported same to Executive Yuan.
<b>Feb. 10</b>	Promulgated revised Implementation Regulations for Archives on Electronic Storage, with immediate implementation.
<b>Feb. 26-27</b>	Carried out phase-two on-site examination for BS7799-2: 2002 information security certification.
<b>Mar. 1</b>	The NAA's Electronic Document File Management System put online.
<b>Mar. 24</b>	The NAA's first national compensation case, brought by Shih Ming-te, entered the litigation process.
<b>Mar. 31</b>	Completed destruction of 134 cases of NAA files covering the period of 2000-2002.
<b>Apr. 12</b>	Promulgated revised provisions of the Records Check-in Directions.
<b>Apr. 21</b>	Promulgated revised provisions of the Management Regulation for Classified Archives. Held ceremony for presentation of BS7799-2: 2002 information security certification.
<b>May 27</b>	Promulgated and implemented revised provisions of the Guidelines for Establishment of the NAA Customer Service Center.
<b>May 28</b>	Draft revision of the Fee Standards to View, Copy, or Duplicate Archives approved by Research, Development and Evaluation Commission, Executive Yuan.

**June 16**

Revised Fee Standards to View, Copy, or Duplicate Archives promulgated.

**July 19**

Minister Yeh Jiunn-Rong of the Research, Development and Evaluation Commission led a group of NAA personnel to the United States to visit the archives and documents administration there.

**July 23**

Representatives from the German Trade Office in Taipei and a Germany school of conservation visited to observe the NAA's conservation and maintenance work.

**Aug. 17**

External BS7799-2: 2002 information security certification auditing for last half-year carried out by BSI.

**Sept. 2-3**

Modern Archives Management Conference held in National Central Library.

**Sept. 20**

Second awards ceremony held for Archives Management Quality Award and Outstanding Archivist Award.

**Oct. 4**

The NAA won the 6<sup>th</sup> Executive Yuan Service Quality Awards - Public Sentiment Award.

**Oct. 19**

The Archives Committee of the National Digital Archival Program visited the NAA.

**Dec. 23**

Carried out transfer of archives from the Keelung City public bus department.

**Dec. 28**

Carried out transfer of archives from the plastics factory of the Veterans Affairs Commission.

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10, lane 59, Yitong St. Taipei, Taiwan 104, R.O.C.

Tel:886-2-25131888

[Http://www.archives.gov.tw](http://www.archives.gov.tw)

### **Artech Designing & Consultants Co., Ltd.**

7F-2, No 35, Fu Shin N. Road, Taipei, Taiwan, R.O.C.

Tel:886-2-27519900

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