

A study on the validation processes for electronic documents and records management system



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Agenda

Motivation and Purposes

Rationale of the validation system

Research Framework and Methodology

Research Findings

Conclusions and Suggestions

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MOTIVATION AND PURPOSES

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Motivation and purposes

Motivation

- EDRMS validation has been performed more than a decade since it was launched in 2006.
- The validation system needs being reviewed for improving efficiency and effectiveness over information technology evolution.
- We intend to find out solutions via a survey.

Purposes

- The appropriateness of automatic verification software tools in the validation processes.
- The differences between the test samples in the validation procedures and real cases in practice.
- The degree of influence for EDRMS development on government agencies and software industry.
- The performance of the contracted validation counterpart and the rationale of current service charge standard.

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RATIONALE OF THE VALIDATION SYSTEM

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Reasons for participating the validation

To ensure the authentication, integrity and accessibility of electronic records for long-term preservation and the software quality

To assist government agencies and software firms to develop a system to meet government regulations and operational requirements

To establish electronic records management standardization is to facilitate e-records transferring and reduce labor costs in the future

To ensure file formats and functions are embedded in compliance with our Documents and Records computerization standards

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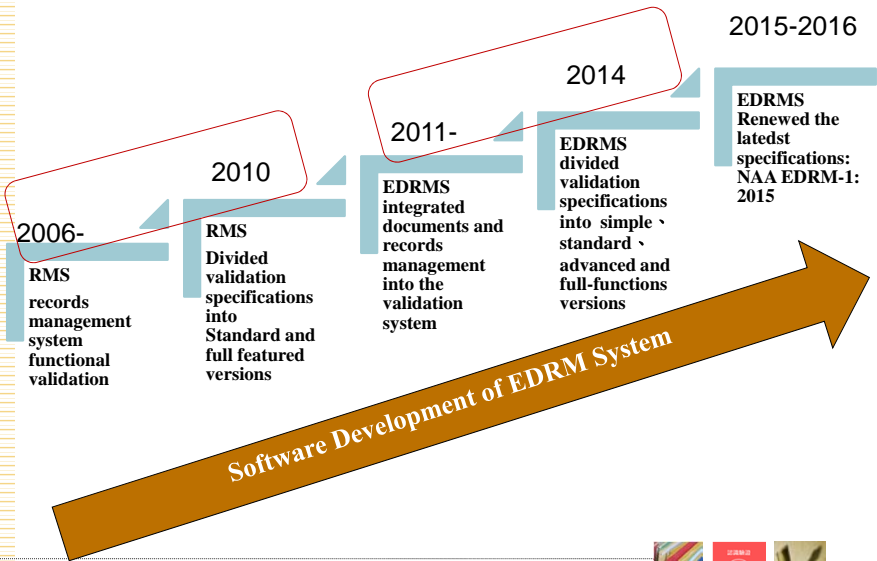
EVENT CHRONICLE FOR THE VALIDATION SYSTEM DEVELOPMENT

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The validation system development



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RESEARCH FRAMEWORK AND METHODOLOGY

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Research framework and methodology

Research Framework

- Collect data
- Data comparison
- Discover potential problems and difficulties
- Design variation factors for a questionnaire

Methodology

- Questionnaire context design
- Domain expert interviewing
- Distribute the questionnaire and results analysis
- 135 questionnaires were distributed by e-mail
- 65 questionnaires were distributed online

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Research Workflow



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Survey Scope

1. online survey (including email).
2. 135 most representative users among different agents that have obtained the certificate of the validation system as our target subjects.
3. 65 effective respondings.

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RESEARCH FINDINGS

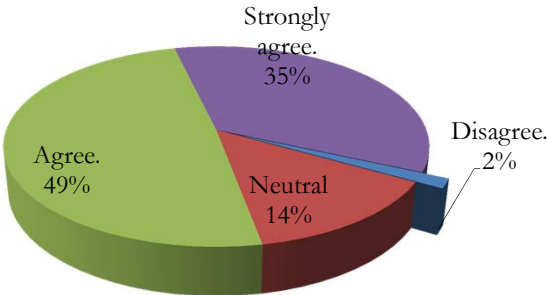
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Results(1/4)

Positive attitude towards EDRMS validation

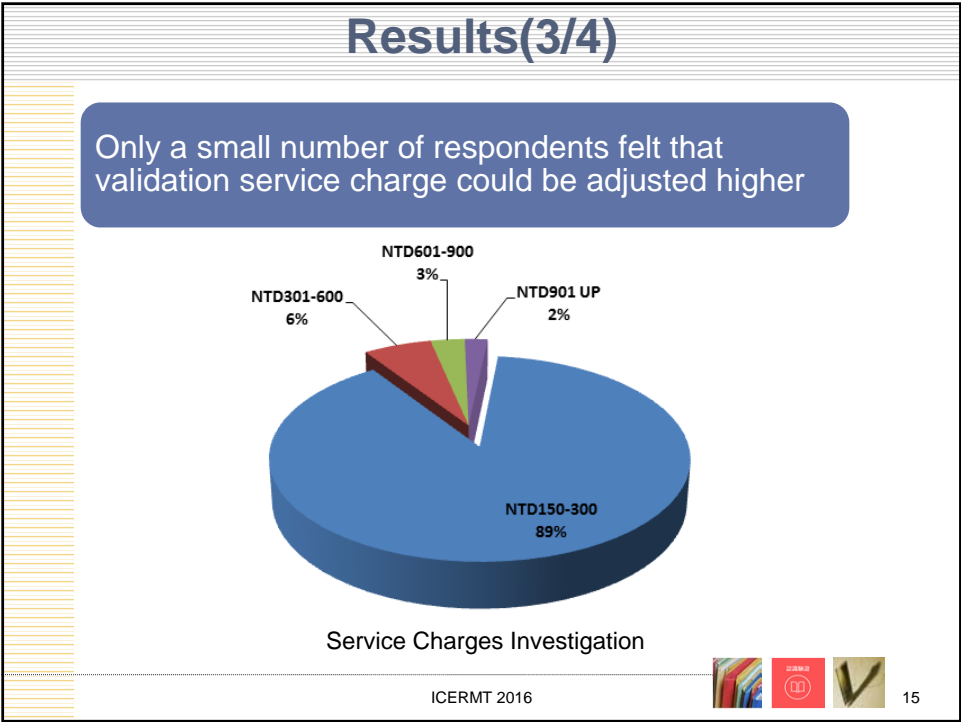
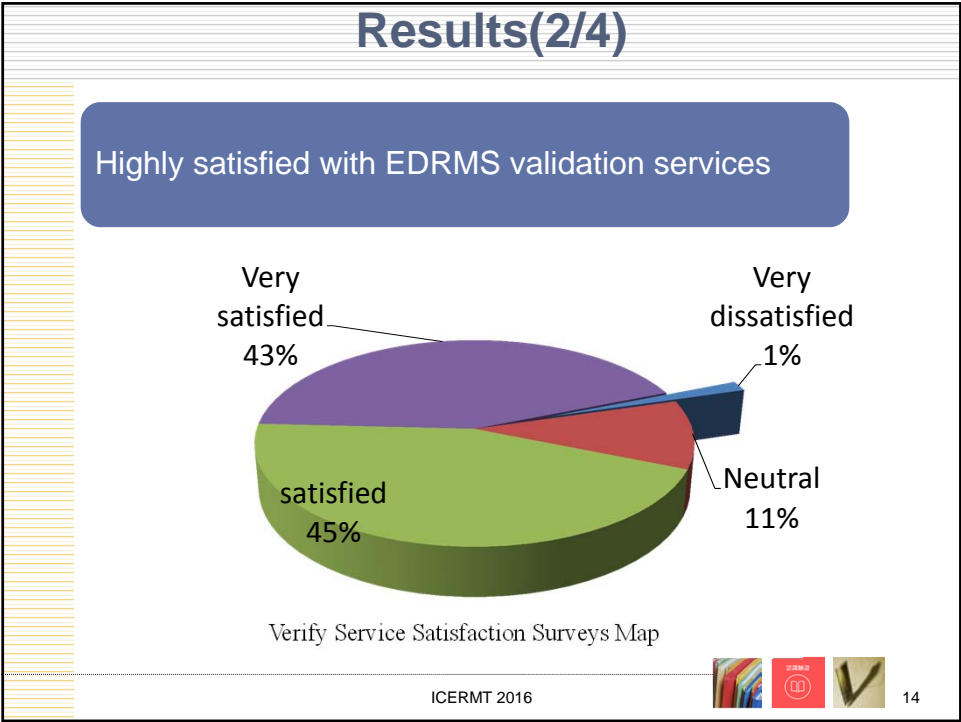


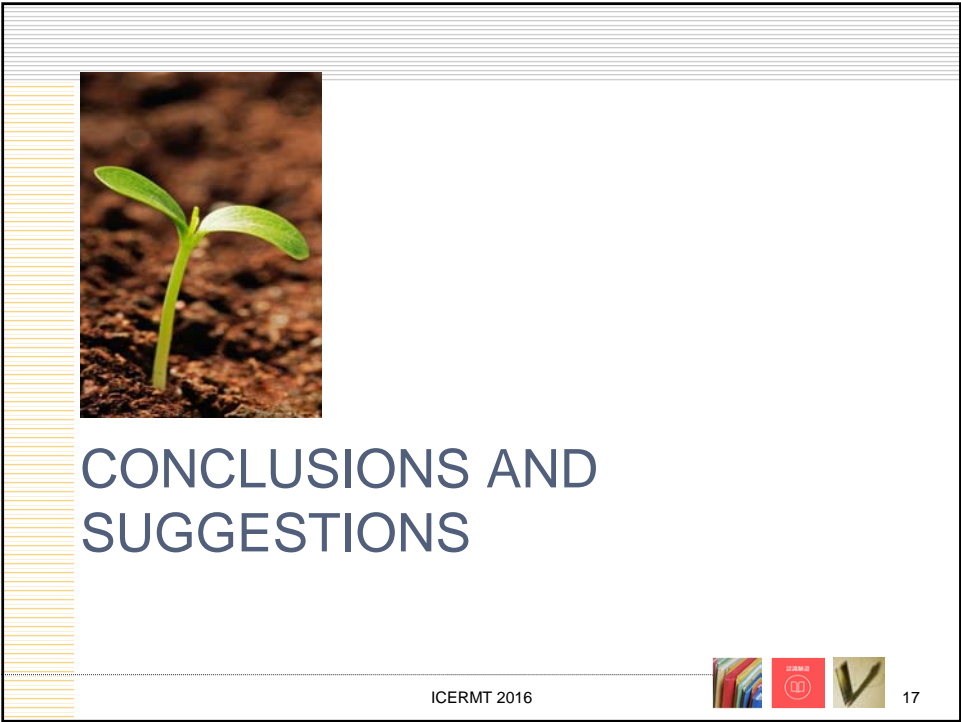
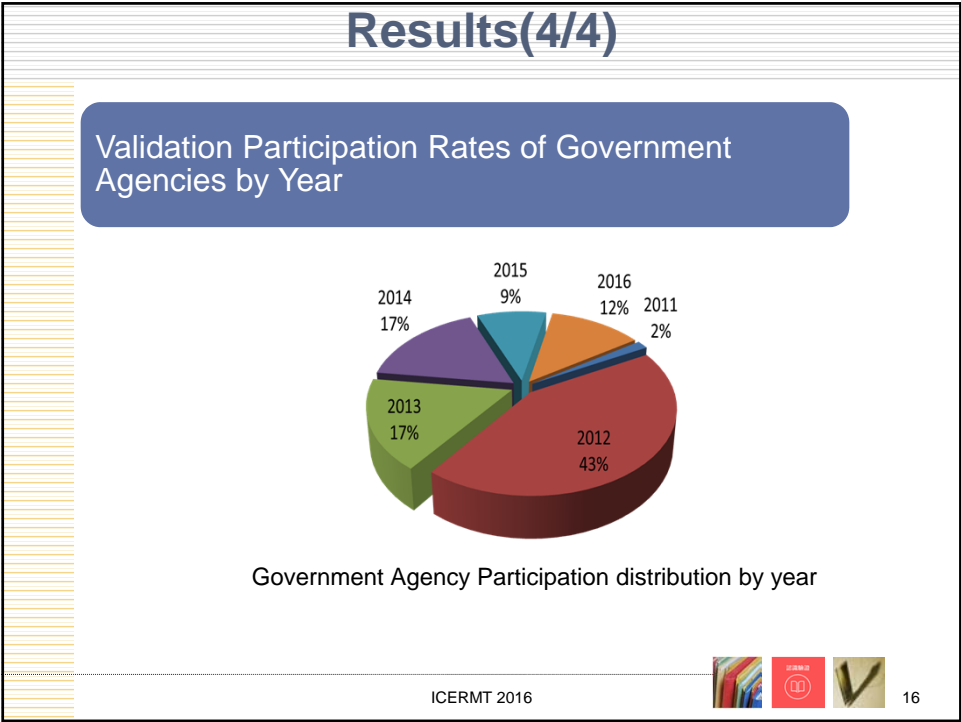
Satisfaction of EDRMS Validation system

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Conclusions and Suggestions

- Validation service is very highly satisfied by participants from different origins. Over 88% responders agree with overall performance of the service.
- The benefits of participating the validation have been affirmed by the majority of responders. However, there exist several operational procedures that need to be improved such as the waiting time of the certificate issuing procedure.
- The lower service charge is the better. Current charge standard could be reduced.
- The validation system is worth of being remained, but it still need to improve constantly in operational details that will be helpful in standardizing EDRMS and making more robust policies for government.

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Suggestions for improvement(1/2)

No	Suggestions for improvement in the short-term
1	To identify more hidden problems, those who did not respond to the questionnaire will be continuously followed. Undiscovered problems might be more serious.
2	To further enhance the effectiveness of the survey, cross-correlation analysis of the impact factors need to be added for providing further analyses.
3	To improve efficiency of decision making, shorten the waiting time for manual specification review and final report releasing. It would be more important to enhance the function of the verification tools for facilitating automatic inspection.
4	The service quality of the contracted validation staff should be improved in the awareness of related official regulations and mandates. Not only did they explain technical specification, but also need verbal communication skills.
5	To make breakthrough current situation, it is necessary that keeping track of unsatisfactory opinions.

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Suggestions for improvement(2/2)

No	Suggestions for improvement in the med-term and long-term
1	Improvements on procedures <ol style="list-style-type: none">1. Shorten the software verification running time to increase the willing of participation.2. Reduce the service charge if possible.3. Identify significantly expiration date and trust mark on issued certificate.
2	Keep outreaching the validation system to those who are using EDRMS without obtaining the certificate.
3	Strengthen the concept of electronic records disposal and information security.

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Thank you for your attention

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