

**NATIONAL ARCHIVES
ADMINISTRATION,
NATIONAL DEVELOPMENT COUNCIL**

.....

ANNUAL REPORT 2024



國家發展委員會檔案管理局

NATIONAL ARCHIVES ADMINISTRATION, NATIONAL DEVELOPMENT COUNCIL

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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 the management of archives.
3. On October 24, 2001, the Organization Act of the NAA was promulgated by the president.
4. On November 2, 2001, the Executive Yuan issued an order that the Archives Act would enter into force on January 1, 2002.
5. On November 23, 2001, NAA was established.
6. On January 12, 2002, NAA moved from the preparatory office in the Li-Ju 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 January 22, 2014.
9. On December 2013, 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, NAA was established under the National Development Council (NDC).
11. On July 1, 2018, NAA took over the Taiwan Provincial Administration Information Hall and Archives Center.

(B) Organizational structure

NAA, operating under the NDC, consists of five divisions and three offices, as follows: Planning Division, Acquisition Division, Archives Preservation Division, Services Division, Information Technology Division, Secretariat, Personnel Office, and Accounting and Statistics 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 regarding archives management and access policy.

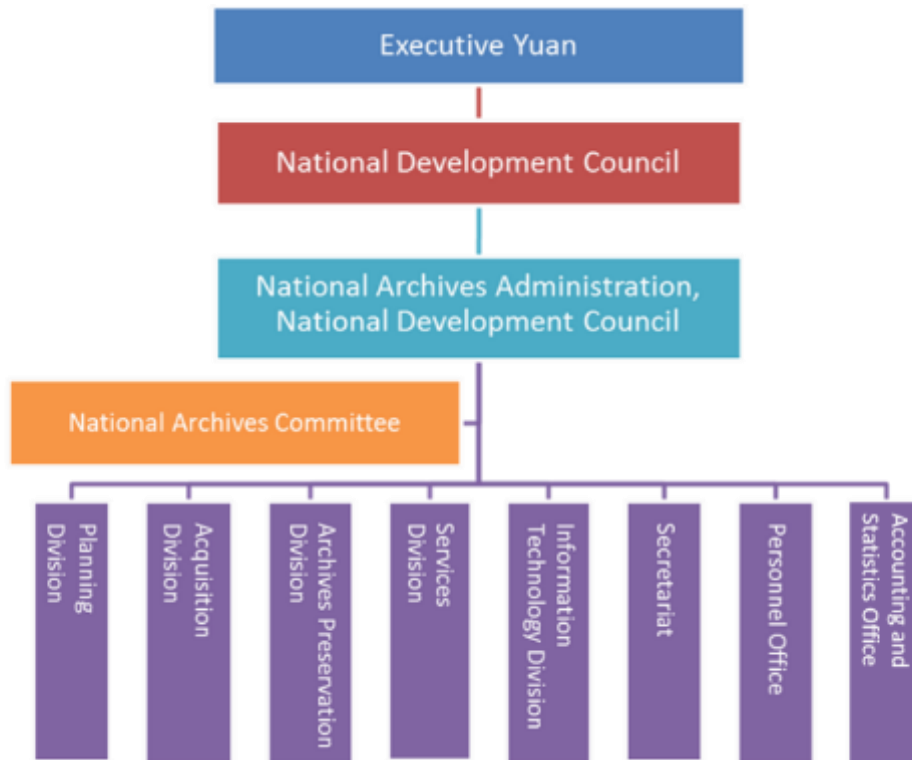


Chart 1 Organizational structure

(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 government agency records 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, international cooperation, and training archives management personnel.
9. Planning and implementing document timeliness control at government agencies under the Executive Yuan.
10. Other matters pertaining to archives.

(D) Human resources

As of 2024, NAA had 142 staff members and 52 qualified archives volunteers.

B. Medium-term strategic plan

(A) Vision and strategy

1. Core values and development strategies

- (1) Core Values: Stand witness to national development and create national knowledge assets.
- (2) Visions: Generate more benefit from management of government knowledge and provide more convenient access to archived information.

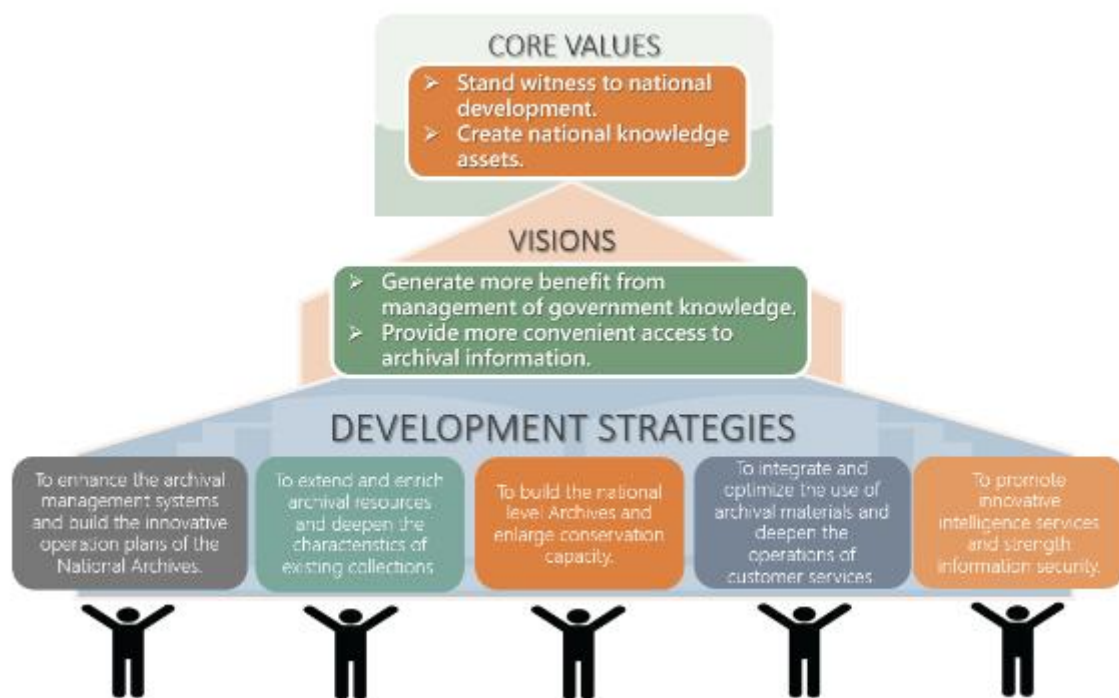


Chart 2 Core values and development strategies

2. Medium-term governance plan

Over the 20 years since the establishment of NAA, various operations of national archives and records have been gradually institutionalized. In the future, we will concentrate on integration, innovation, and intelligence of archives management and related services. The five directions of future development are as follows:

- (1) Advance archival expertise: To enhance the archival management systems and build the innovative operation plans of the National Archives.

- (2) Optimize archival acquisition: To extend and enrich archival resources and deepen the characteristics of existing collections.
- (3) Upgrade archival collection: To build the national-level archives and enlarge the conservation capacity.
- (4) Integrate archival access: To integrate and optimize the use of archival materials and invest more resources in customer service operations.
- (5) Enhance archival intelligence: To promote innovative intelligent services and enhance information security.

In addition, NAA adopted the following three medium-term programs:

- (1) The Construction Program of Archives Preservation and Service (2018-2025).
- (2) National Archives Intelligent Service Project (2024-2027).
- (3) Documents and Records Wisdom Chain Project (2021-2025).

Table 1 Achievement of the 2024 performance goals

Key strategic goals	Key performance indicators	Evaluation criteria	Targets	Outcomes
1. To enhance the archival management systems and build the innovative operation plans of the National Archives	Archives management training courses	Number of times that archives management training courses were held during the year	15	16
2. To extend and enrich archival resources and deepen the characteristics of existing collections	A. Number of government agencies that completed archives appraisals	Number of government agencies that completed archives appraisals during the year	150	186
	B. Number of times that pre-guidance agencies completed archives transfers	Number of times that NAA visited pre-guidance agencies during the year	20	20
	C. Length of transferred archives	Length of transferred archives during the year	1,500 meters	1,098 meters
3. To build national archives and enlarge conservation capacity	A. Length of added political archives	Length of added political archives for the year	600 meters	765 meters
	B. Quantity of political archives transferred into digital form	Number of pages of political archives transferred into digital form during the year	1,000,000 pages	1,530,000 pages

Key strategic goals	Key performance indicators	Evaluation criteria	Targets	Outcomes
	C. Progress in the construction of national archives	Percentage of cumulative project progress	100%	100%
4. To integrate and optimize the use of archival materials and enhance customer services	A. Number of full-text images of archives made available to the public online	Full-text images of archives made available to the public online for the year	280,000 pages	330,000 pages
	B. Number of outreach activities for archives held	Number of on-site and online outreach activities for archives held during the year	16	56
5. To promote innovative intelligent services and enhance information security	A. Number of NGOs using the Service for Passing and Exchanging Electronic Documents (SPEED)	Number of new organizations and companies using the Service for Passing and Exchanging Electronic Documents (SPEED) for the year	320	500
	B. Number of format conversion tools developed for digital archives	Number of new format conversion tools developed for digital archives during the year	1	1

(B) Progress on major projects in 2024

1. The Construction Program of the National Archives Preservation and Service (2018-2025)

Outcomes in 2024 were as follows:

- (1) The contract to build the National Archives was awarded on February 26, 2021, and the construction project started on April 12, 2021. The project was completed on December 30, 2024, and was awarded the Award for "Excellence" at the 24th Public Construction Golden Quality Award ceremony on December 27, 2024.



The project was awarded the Award for "Excellence" at the 24th Public Construction Golden Quality Award ceremony

- (2) A meeting on integrating the National Archives with local development was held on April 24. The road where it is located was renamed as Archives Road on October 30.
- (3) NAA completed the preliminary guidance and handover arrangements for the next-term records transfer of 186 agencies, including the Judicial Yuan, the Forestry and Nature Conservation Agency of the Ministry of Agriculture, and the Kaohsiung Customs

Office of the Customs Administration, Ministry of Finance.

- (4) NAA completed the development and testing of two file format conversion programs which were officially certified and made available online.
 - (5) NAA completed the design of the first-floor lobby and second-floor exhibition area of the National Archives.
2. National Archives Intelligent Service Project (2024-2027).
- (1) NAA completed the development of the professional certification examination system for records management personnel. Held three briefing sessions on the certification system. Implemented computerized testing, online score inquiries, online certificate downloads, and how to review certification results.
 - (2) NAA completed the development of smart transfer functionality for National Archives facility.
 - (3) NAA completed the file-level archival description of 1,200 files and archival identification tags processing of 105 meters of multi-media archives.
3. Documents and Records Wisdom Chain Project (2021-2025)
- Outcomes as of 2024 were as follows:
- (1) A total of 338 agencies had applied to NAA for certification of their Electronic Documents and Records Management Systems (EDRMS), and 300 agencies had been certified. Verified systems are currently in use by 6,491 government agencies.
 - (2) Since February 21, 2022, applications for the certification of the new version of the Electronic Documents and Records Management System had been accepted. The certification specifications for the new version include NAA EDRMS-1:2020 (Basic Functions), NAA EDRMS-2A:2020 (Mobile Approval), and NAA EDRMS-2B:2020 (Inter-agency Approval), and certificate renewal services had been provided for previous versions.
 - (3) NAA completed the document and archive information account inventory operation and the information security protection benchmark for the information communication system, achieving certification under the ISO 27001 international standard.

- (4) NAA continued to monitor the Security Operation Center's Service for Passing and Exchanging Electronic Documents (SPEED), and to monitor the operation of exchange hosts at each integrated center.
- (5) NAA regularly audited the information security of agencies' SPEED systems.
- (6) A total of 170,101,397 official documents were exchanged through the SPEED system, including receiving 85,034,955 documents and sending 85,066,442 documents, saving an estimated NT\$2.381 billion in postage costs.
- (7) The cumulative number of approved online application services has reached 1,895 pcs, an increase of 846 pcs compared to last year. The utilization rate of digital services is 39%. The processing time for each application has been reduced from 3–5 days to less than 1 day.
- (8) NAA expanded and maintained the Archives Cross Boundaries (ACROSS) website, integrating 75 databases developed by 33 libraries, museums, and archives from Taiwan and Japan.
- (9) As of 2024, NAA has released 147 datasets related to archives in open data formats such as XML, CSV, and JSON.
- (10) The A+ website provided over 3,310,000 pages of images, over 4,670,000 records catalogs, an index with over 708,000 personal names, and over 2,860,000 analyzed contents in 2024.
- (11) NAA held eight training courses on document and archive information systems and information security education, with 1,200 participants.
- (12) Electronic Records Technical Services: Technical services were provided to individuals, organizations, and schools in a total of 18 cases. Processing was completed for 2,254 storage media to ensure the long-term accessibility and effective destruction of electronic records. Additionally, two delegations from domestic and international government agencies, comprising a total of 12 visitors, were received.

C. Annual budget

The NAA annual budget was NT\$1,386,475,000 with a 99.67% execution rate.

D. Applying for cultural heritage preservation funding

The project "Preservation and Repair Project of the Taiwan Railway Archives (significant antiquities), the fourth phase" was submitted to the Bureau of Cultural Heritage (BOCH), Ministry of Culture in 2021 and completed in 2023. Meanwhile, the project "Preservation, Repair, and Digitization Project of the Taiwan Railway Archives (significant antiquities) from 2024 to 2025" was submitted in 2023, implemented in 2024, and is expected to be completed by the end of 2025.

E. Legal amendments

In line with the amended provisions of the "Political Archives Act," which were promulgated by Presidential Order on December 27, 2023 and took effect on February 28, 2024. Meanwhile, a total of 12 regulations were reviewed, formulated, amended, or repealed in 2024. This includes four regulations that were formulated, amended, or repealed in coordination with the amended provisions of the "Political Archives Act."

F. Research development and cooperation

(A) Publications

NAA published "Archives" journal No. 23, "Archives LOHAS" (online newsletter) No. 199 to No. 210, "National Archives Newsletter" No. 56 to No. 59, "The Drifting Chronicles" (graphic novel), and the "National Archives Administration 2023 Annual Report" (e-book).

(B) Research projects

In order to improve archives management services and encourage innovative research, NAA completed eight in-house studies in 2024. In addition, NAA organized an awards event to encourage access to

archives for research purposes, selecting six research papers and 15 innovative works.



The winners of the 2024 "Archive Research Application Award" were awarded by NAA Director-General Chiu-Yen Lin

(C) Cooperation and exchange

In 2024, NAA invited various cooperating agencies (the Kaohsiung Museum of History, Taiwan Historica, the Institute of Yilan County History, the Taiwan Hakka Culture Development Center, the Hakka Affairs Council, and the National Dr. Sun Yat-sen Memorial Hall) to attend the grand opening event of "Archives Month," "the Records Management Awards Ceremony," and participated in the smart exhibition at the Demonstration Site for Application of 5G Private Network Construction. In order to promote social and cultural education and improve research on history and archives by utilizing all partners' resources, NAA sent "Archives Semiannual" No. 23 to all cooperating agencies.

NAA continued collaboration with institutions such as National Taiwan Normal University, National Yunlin University of Science and Technology, and Ming Chuan University on agreements and projects. NAA also co-organized workshops, lectures, and exhibitions (including online exhibitions and publications) with other agencies, and partnered with private enterprises to promote the National Archives, publications, and archival cultural products.

NAA set up the "International Exchange Center for Archives" to join the "International Council on Archives," "International Council on

Monuments and Sites," and "Society of American Archivists."

(D) Archives Month events

In order to raise public awareness of archives and strengthen communication with archival institutions and government agencies, NAA holds the national "Archives Month" in November each year.

In 2024, the theme of "Archives Month" remained "Archives, Memory and Story," and a total of 48 government agencies and schools organized 75 archives and records promotion activities, which attracted more than 260,000 participants. These activities are briefly introduced below:

1. Grand opening

The 2024 Archives Month grand opening was held on November 6 at the North Tobacco Factory of Songshan Cultural and Creative Park. For the first time, the event was extended into the evening until 9 PM. Guests were invited to join the festivities, which featured various themed areas including the "Archive Memory Zone" (with various booths), "Archive Game Zone," "Archive Connection Zone," and the "Archives Café." Afternoon activities included DIY workshops such as "Archives Fan Support – Creative Doodling" and "Time Reflection – Cyanotype Collage."



Deputy Minister of NDC Fang-Guan Jan, Director-General of NAA Chiu-Yen Lin, and NAA mascot "Archives" are enjoying coffee together at the 2024 Archives Month grand opening

2. Live activities

NAA held 10 live activities, attracting over 6,000 participants.

3. Online activities

NAA held one online activity to publicize "Archives Month" events.

4. Joint events with government agencies around Taiwan.

NAA joined with 60 government agencies and schools to organize several archives promotion activities.

5. Marketing and promotion

NAA promoted "Archives Month" events by Facebook, an official website, videos, and other channels to attract people's attention and encourage their participation.

(E) Visitor reception

In 2024, NAA received 18 visits from domestic and foreign agencies.

G. Maintenance and operation of the Taiwan Provincial Administration Information Hall

To make the building more substantial, the Taiwan Provincial Administration Information Hall was temporarily closed in 2021, and reopened on April 23, 2022. Outcomes in 2024 were as follows:

(A) The operation of the Taiwan Provincial Administration Information Hall

In 2024, 11,791 visitors took part in 20 activities held by government agencies, schools, and groups that applied to use the facility. A total of 18 rooms at the Lotus Garden were used. To promote the transformation of the hall, the "Taiwan Provincial Administration Information Hall Exhibit Planning Proposal" was completed, and the "Taiwan Provincial Administration Information Hall Transformation Project" was integrated into the "Zhongxing New Village North, Central Core Public Asset Activation Construction Plan." In addition, the Taiwan Provincial Administration Information Hall also held the volunteer guide training programs to enhance the service quality

(B) Archives and art exhibitions and promotion activities

The Taiwan Provincial Administration Information Hall is a high-quality exhibition hall in central Taiwan, and has social educational and cultural functions. The hall is used for permanent exhibitions, special exhibitions, and activities. Those exhibitions combine archives and art to let visitors realize the importance of archival preservation and application. In 2024, nine archives and art exhibitions were held at the Provincial Administration Information Hall.



The Elite Exhibition:
Craftsmanship and Artworks of
Tiroso.

H. Promoting and advancing the management of the Transitional Justice Fund

Pursuant to the amendments to the Act on Promoting Transitional Justice on May 27, 2022, NDC is designated as the overseeing authority for the management of the Transitional Justice Fund. The NDC is empowered to establish or revise relevant regulations pertaining to the Transitional Justice Fund, and has tasked this agency with the execution of administrative operations. The Fund Management Committee, chaired by the NDC Chairperson, is responsible for convening regular meetings in April and October each year. In addition to coordinating the income and expenditures related to fund management, the committee also provides support to various ministries in obtaining the resources necessary for carrying out transitional justice initiatives.

In 2024, a budget of NT\$78,748,000 was allocated to the Ministry of the Interior, the Ministry of Education, the Ministry of Justice, the Ministry of Health and Welfare, the Ministry of Culture, Council of Indigenous Peoples, and the NDC, to carry out the removal of authoritarian symbols, restoration of victims' rights, transitional justice education, redress of state injustices, perpetrator identification, trauma care for political victims, promotion of Indigenous oral histories, political archive research, and preservation of sites and records of injustice.

II. Management of and access to archives

A. Archives acquisition

(A) Acquisition strategy

In 2024, in order to continue strengthen the diversity and balance of archives, NAA adopted the "National Archival Acquisition Plan (2024-2027)" as the basis for acquisition. The Plan facilitates systematic and organized acquisition, and creates an integrated NAA medium-term governance plan.

(B) Acquisitions

In 2024, NAA completed the transfer of records totaling 1,098 meters in length from 309 government agencies. In addition, NAA handled the review and selection archives of archives of the Ministry of Foreign Affairs (Departments of regional affairs), and completed the transfer of major political case archives from the Navy Command and Military Intelligence Bureau, etc.

B. Archives collection

(A) Expansion of archives repository and conservation capacity:

1. In response to the urgent need of space for archives, NAA, at the end of 2014, set up an archives repository with the storage capacity of about 30 kilometers on the 7th and 8th floors of the Xinzhuang Joint Office Tower. The repository was officially inaugurated in February, 2015.
2. According to "The Construction Program of Archives Preservation and Service (2018-2025)," NAA began to build the first National Archives in Taiwan, which expand archives repository. NAA signed a contract with an architectural firm, which proposed a detailed design of the project in 2020. A contract for this project was awarded on February 26, 2021, and construction started on June 7, 2021. Earthwork excavation, earth retaining facilities, and foundational works were completed in 2021. Structures from floor B2 to 6th floor

were completed in 2022. Structures from floor B2 to roof protrusion (including the 10th floor structure and the parapet) were completed in 2023, and the construction of exterior glass curtains, interior decoration, file racks, landscape facilities, utilities, fire safety equipment, and air conditioning are in progress. The project was completed on December 30, 2024, and NAA will apply for a Usage License and carry out project acceptance. The National Archives facility is expected to be completed and inaugurated in 2025, with a storage capacity of 100 kilometers of archival records.



National Archives building aerial photograph

(B) Types and quantities of archives collection

1. Archives collection

(1) By materials

NAA has acquired a total of more than 30 kilometers of archival records. In terms of archival materials, there are 29,908.892 meters of paper archives, 250.805 meters of photographic archives, 663.945 meters of audio-visual archives, 13.175 meters of digital/electronic archives, and 15.68 meters of other archives (official seals, agency nameplates).

(2) By provenance

In terms of provenance, 29,730.673 meters of paper archives and 935.940 meters of non-paper archives had been transferred from

852 government agencies as of 2024. Moreover, 119.184 meters of paper archives and 7.665 meters of non-paper archives had been donated by 53 institutions and individuals. As for archives transferred from political parties and their affiliated organizations, 59.035 meters of paper archives had been transferred from the Kuomintang and the National Women's League of the Republic of China.

(3) By categories of the archives classification scheme

As of 2024, archival records consisted of the following 25 categories based on the archives classification scheme:

Table 2 Length of Archival Records by Categories

Item	Classification ID	Category	Length (Meters)
1	010	Government Policy	519.083
2	020	Legislation and Control Affairs	238.81
3	030	Judicial and Legal Affairs	828.287
4	040	Recruitment, Qualification, and Personnel Affairs	97.245
5	050	Interior Affairs	464.284
6	060	Foreign and Overseas Community Affairs	1,079.49
7	070	Cross-Strait Relations	3.2
8	080	National Defense and Veterans Affairs	5,171.347
9	090	Fiscal and Financial Affairs	7,782.305
10	100	Education and Sports Affairs	640.474
11	110	Economic and Trade Affairs	3,613.68
12	120	Transportation and Public Works	4,782.864
13	130	Ethnic Affairs	15.87
14	140	Culture and Media Affairs	336.476
15	150	Health Care Affairs	35.73
16	160	Environmental Resource	103.815

Item	Classification ID	Category	Length (Meters)
		Affairs	
17	170	Marine Affairs	1.33
18	180	Labor and Human Resources	19.822
19	190	Humanities and Technology Development	16.107
20	200	Agricultural Affairs	466.739
21	210	Electoral Affairs	2
22	500	Local Affairs	1,584.521
23	600	Political Affairs	2,922.179
24	700	Civic groups	113.79
25	800	Individuals	13.049
Grand Total			30,852.497

2. Management of archives

(1) Description of archives

In 2024, NAA completed file-level archival descriptions of 44,755 files. Additionally, in order to enhance the quality of the archival catalog and improve retrieval efficiency, the "National Archives Authority Control Construction Plan" has been formulated to facilitate its implementation.

(2) Inventorying of archives

In 2024, NAA inventoried 4,625 files (5,667 folders) of paper materials, 250 rolls of films, and 150 videotapes.

(3) Repair of damaged archives

In 2024, 61,605 pages of damaged archives were repaired. From 2001 to 2024, a total of 882,967 pages of damaged archives were repaired.

(4) Declassification and downgrading of confidential archives

From 2001 to 2024, 80,040 files and 14,183 items of archives were declassified. As of 2024, 2,199 files and 848 items were remained classified.

(5) Inventorying of reproductions of archives

In 2024, NAA inventoried reproductions of archives duplicated

from 2004 to 2009, including 173 hard disk drives.

(C) Digitization of archives

1. Digitization of paper archives

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 2024, 2,056,178 archival pages from government agencies such as the Office of the President, Executive Yuan, National Police Agency, Ministry of the Interior, the Armed Forces Reserve Command, Ministry of National Defense, the Taiwan Railways Administration, Taiwan Provincial Government, Taiwan Provincial Consultative Council, and Ministry of Culture were scanned. Also, 564,254 pages of scanned images were copied from Examination Yuan, Academia Historica, and Pingtung County Government. From 2000 to 2024, NAA had scanned 28,049,606 pages.

2. Reproduction and storage of special media archives

To preserve special media archives properly, NAA continued to convert audio/video archives into digital format. As of 2024, 1,990 reel-to-reel tapes, 646 cassette tapes, 8,648 videotapes, 5,744 rolls of cinematic film, 90 vinyl records, and 600,356 photo negatives (including slides and photographic prints) had been converted.

(D) Collaborative National Archives Collection

In September 2021, NAA and the Academia Historica signed a contract to entrust 80 items of important historical archives transferred from the Academia Historica, and the contract is valid until December 31, 2026.

(E) Management of archives preservation facilities

All the facilities of the storage environment controlling system, lighting and fire safety tools, personnel access, and control monitor of archives repositories met the requirements set out in NAA's "Handbook on National Archives Management." NAA archivists are responsible for regular maintenance, such as checking, adjustment, and replacement of consumable supplies, as well as the detection of abnormal situations and determination of required measures to be taken in response.

(F) Returning of private documents contained in political archives

To comply with the universal values of democracy and human rights and to respond to the demand of society for transitional justice, the "Operation Directions for Applications for the Return of Private Documents in the Archives to Victims of Political Oppression" (hereinafter referred to as 'the Directions') were issued on July 14, 2011. On August 30, 2023, Point 2 of the Directions was amended and promulgated to broaden the criteria for recognizing political victims and their family members. Subsequently, on February 17, 2024, the "Regulation on the Return of Private Documents Contained in Political Archives" was enacted and promulgated, and came into effect on February 28 of the same year. Upon the enforcement of the Regulation, the Directions were repealed accordingly.

As of 2024, out of the 244 parties to the subject matter of archives, a total of 202 of them or their family members were contacted, and 122 of them or their family applied to return their originals or copies of private documents. NAA will keep working with other agencies to assist the parties to the subject matter of archives or their families in reclaiming their originals or copies of private documents.

(G) Citizen Archivist Platform

NAA planned and constructed a Citizen Archivist Platform in 2020. As of 2024, more than 64,759 archives, images, and photographs had been transcribed or described, comprising over 15.95 million words in total.

C. Access and participation

(A) Services policy

To provide archives services that meet the needs of society, NAA finalized the "Archives Integration, Innovation, and Intelligence (AI³) Declaration of Service 2021-2024" by specifically planning four-year service goals and strategies to reinforce the integration, innovation, and intelligence of archives management, including "Advancing Professionalism," "Facilitating Acquisition," "Improving Preservation," "Integrating Services," and "Intelligentized Records." Based on the 5 AI³ goals, NAA has expanded the participation of the whole community to a wider range, regarding archives as shared assets.

To promote access to archives, NAA has established the Archives Access Center to provide archival access via three different channels (onsite, fax, and email), and launched the A⁺ website (<https://aa.archives.gov.tw>) to foster multiple searches. The A⁺ website provided over 3,310,000 pages of images, an index with over 708,000 personal names, and over 2,860,000 analyzed contents in 2024.

In accordance with amendments to certain provisions of the "Political Archives Act," effective February 28, 2024, and to safeguard the rights of individuals whose records are held in political archives—particularly their priority access, right to inclusion, and right to express opinions on their records—NAA conducted proactive notifications on July 31, 2024. This action, taken under Articles 8 and 9 of the aforementioned Act, reached a total of 158 individuals (127 via mail and 31 through public announcement due to notification difficulties). Following a six-month period from the notification date, NAA will publicly release the relevant archive catalogs and name indexes for these individuals, allowing for public inquiries and archive access applications.



Archives Access Service website

(B) Access service

In 2024, there had been over 14,621,042 visits to the A⁺ website, up by a factor of 302,134 in comparison with the previous year.

In 2024, NAA handled 478 inquiries from government agencies with 146,020 applications for archives access and provided 145,944 items of archives. NAA handled 1,292 applications from the public and provided 161,068 items of archives (including 104 applications and 512 items deposited from other agencies).

(C) Information services

1. Archives access information services

The main services of the Archives Access Center include accepting applications for access to archives, facilitating archives catalog queries, providing professional publications on archives management, and introducing archival holdings. In 2024, NAA served a total of 1,575 people, and provided 1,597 items from archives. According to the "Purpose of Visit" questionnaires (multiple choices were allowed), 1,033 people applied for access to archives, 108 people applied for information inquiries, 22 people applied for access to publications, and 434 people applied for other purposes.

2. Satisfaction rating on access services

To improve access to services, a customer satisfaction survey was conducted in 2024. Among 1,157 applicants who accessed archives, 384 individuals completed the survey. The overall satisfaction rate was 94.37% on average. Individual satisfaction levels for "application process," "pickup service," "service personnel," and "environment" were 92.72%, 92.74%, 96.75%, and 95.25%, respectively.



Public use of archives

Table 3 Statistics and satisfaction rates for access to archives

Unit: number of person

Degree of satisfaction		Strongly agree	Agree	No opinion	Disagree	Strongly disagree	Individual satisfaction	Average satisfaction
Application process	(1) The interface of the A ⁺ system is user-friendly.	148	189	33	8	6	92.39%	92.72%
	(2) Instructions on application forms and notice are easy to understand.	139	190	49	6	0	91.86%	
	(3) The inquiry result is satisfactory.	171	197	12	3	1	93.91%	
Pickup service	(1) It is easy to operate the online pickup process.	175	155	54	0	0	93.15%	92.74%
	(2) The online pickup service is convenient.	180	140	64	0	0	93.05%	
	(3) The onsite pickup service meets your needs to storage electronic files.	177	137	70	0	0	92.82%	
	(4) The price of the reusable storage device sold in the center is appropriate.	163	128	93	0	0	91.95%	
Service personnel	(1) The personnel are easy-going, polite, and enthusiastic.	287	83	14	0	0	97.11%	96.75%

Degree of satisfaction		Strongly agree	Agree	No opinion	Disagree	Strongly disagree	Individual satisfaction	Average satisfaction
	(2) The personnel offer fast and efficient service.	266	106	8	4	0	96.40%	
Environment	(1) The environment is comfortable and cozy.	211	90	37	0	0	95.15%	95.25% (Online applicants were excluded)
	(2) The devices and utilities work well.	218	83	37	0	0	95.36%	
Average satisfaction		94.37%						

(D) Educational programs for archives outreach activities

1. Archives outreach activities

To interest school teachers, students, and institutional staff in accessing archives, NAA continues to organize school visits, including field trips to NAA and visits by staff to schools. In 2024, 926 teachers and students, 33 groups in total, visited NAA. The level of satisfaction with overall arrangements was 94.34% from a total of 529 valid questionnaires.

2. Promotion of Archival Resources for Teaching (ART)

In 2023, NAA established a "Transitional Justice Education" section on the ART platform (<https://art.archives.gov.tw>). In 2024, three sets of archival teaching materials were completed—"Banned Songs under Authoritarian Rule in Taiwan," "Women Political Victims under Authoritarian Rule in Taiwan," and "Teachers and Students Persecuted under Authoritarian Rule in Taiwan"—all of which are available for free download and public use. In addition, we held seven archives

educational outreach events, with a total of 272 teachers and students participating.

3. Promotion of Political Archives Educational Programs

To assist in promoting transitional justice education, NAA utilized content and case studies from political archives to organize diverse archive outreach activities, including workshops, lectures, guided historical walks, film salons, and instructional sessions. Through these activities we introduced the public to the core concepts of transitional justice education. In 2024, we organized 38 promotional events, including "Listening to Footsteps from Afar: Political Archives Study Activities" and "Between Light and Shadow: Archives and Transitional Justice Film Salons," with a total of 1,312 participants.



Archives and Transitional Justice Film Salon held at NAA

4. Publication of "Archives LOHAS"

To promote the information and use of archives, NAA published the first issue of the monthly archives newsletter "Archives LOHAS" on July 16, 2007. It provides information about policies, services, access to archives, and latest NAA events, as well as new knowledge concerning archives. Subscribers include applicants for access to archives, teachers at related departments in universities and colleges, scholars, specialists, organizations conducting historical research, records managers from government agencies, and so on. In 2024, 12 issues of "Archives LOHAS" covering editions No.199 to No.210 were published, and the number of subscribers rose to over 14,478.



Homepage of "Archives LOHAS"

In addition, NAA promotes "Archives LOHAS" on various media platforms such as:

- (1) Collaboration with new media platforms

In order to increase browsing frequency and enhance promotion effectiveness, NAA has collaborated with new media platforms such as the Liberty Times, StoryStudio, and Vocus to publish articles on "Archives LOHAS" through various channels and social media pages.



NAA column in the Liberty Times

(2) Radio program on "Listening to Archives, Telling Stories"

To promote archives services, NAA has worked with the National Education Radio (NER) Taipei to produce a regular program called "Listening to Archives, Telling Stories" since January 20, 2017. People can listen to the program every fourth Friday morning of the month. In 2024, 12 programs were broadcast.



The radio program "Listening to Archives, Telling Stories" of the NER

(E) Archives exhibitions

There were three exhibitions held in 2024, including "5G Unlocking Memories: Flight Special Exhibition," "An Island of Miracles: An Archival Exhibition on Taiwan's Selected Construction Projects 1970-1980," and "Crystal Memories of Salt: An Archival Exhibition on Taiwan's Salt Industry (Tainan session)" with over 400,000 visitors in total. To promote these exhibitions, NAA published theme books, produced a promotional video, created a 360-degree virtual tour, and held diverse educational outreach activities, totaling 48 sessions with 1,533 participants to meet the needs of various types of audiences.



"An Island of Miracles: An Archival Exhibition on Taiwan's Selected Construction Projects 1970-1980" school groups experience



"5G Unlocking Memories: Flight Special Exhibition" audience experience



Exhibition series promotion events

(F) Sales of archives-related cultural products

To promote the cultural products developed by NAA, a showcase was established in the Exhibition Hall as well as on the official website. Since 2019, NAA has expanded consignment sales channels at the National Chiang Kai-shek Memorial Hall, Taoyuan International Airport Terminal 1 and Terminal 2, the Government Publications Bookstore, Academia Historica, the National Museum of Taiwan Literature, and the Qigu Salt Fields of Taiwan Salt Industrial Corporation. In 2024, NAA launched "Bag To Go · National Archives" and "NAA Logo Charm." A total of 24 items of archives-related cultural goods were for sale.



New archives-related cultural goods were launched in 2024

(G) Publication of an archives-based graphic novel

NAA collaborated with Northern Region Branch Office, Highway Bureau, MOTC on the "Procurement of archives-based graphic novel production." This archives-based graphic novel, inspired by the archives of the Guandu Bridge and illustrated by the author Zhou Jian-Xin, was reviewed by NAA as *The Drifting Chronicles*. Slowork Publishing Co., Ltd. was authorized to publish and promote it in December 2024, and a book launch event was held on December 1st.



"The Drifting Chronicles" book cover and book launch event

(H) "Unboxing Memories: Archives Reading for Seniors" pilot program

Considering the feasibility of archives triggering and guiding nostalgic memories for the elderly, NAA commissioned the pilot program "Unboxing Memories: Archives Reading for Seniors" in 2024. Targeting senior residents in Hengfeng Village in Dayuan District, Taoyuan City, the program conducted 18 sessions over six weeks. This initiative integrated archives into the realm of elderly physical and mental well-being, as well as social responsibility, providing a valuable reference for the National Archives in promoting future related activities.



"Unboxing Memories: Archives Reading for Seniors" pilot program

(I) Archive Outreach Service for Mobile Exhibitions

To enhance the value and visibility of archives, NAA launched an archive outreach service to support mobile exhibitions in July 2024. This service allows external organizations to apply online and has led to the development of four thematic mobile exhibitions. In 2024, four schools,

including National Taipei University of Technology and New Taipei Municipal Jui-Fang Industrial High School, applied to borrow these resources. Also, NAA collaborated with five institutions, including the



Riding the Wind: Taiwan Railway Archives
Mobile Exhibition



Archive exhibition display case

Taiwan Railway Co., Ltd.'s Taipei Station, to host these exhibitions.

III. Advancement of the government agency records management system

A. Advancement of important regulation systems

(A) Review and approval of government agency records retention schedules
In 2024, 123 records retention schedules were reviewed, and 88 schedules were approved. Some government agencies with the same type of operations use the same schedules, so the reviewed schedules applied to 418 agencies. As of 2024, a total of 7,969 agencies' schedules had been approved.

(B) Review and approval of catalogs of destroyed government agency records

A total of 4,177 destruction catalogs were reviewed and approved in 2024. As of 2024, a total of 59,924 destruction catalogs had been 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 NAA. In 2024, according to the National Archival Acquisition Plan (2020-2023, 2024-2027), NAA reviewed the records from the Ministry of Foreign Affairs (Departments of regional affairs)(1949-1992), a total of 14,531 files were reviewed, 5,400 (37.16%) were selected as archives. NAA also reviewed records (1981-1992) from the Ministry of Justice, a total of 12,813 files were reviewed, and 642 files (5.01%) were selected as archives. Furthermore, the archival catalogs and appraisal reports of the government agencies (including central agencies at the fourth-level and above, as well as local agencies at the second-level and above) were reviewed and approved by NAA, and reviews of a total of 373 agencies were completed in 2024.

(D) Review and approval of political archives

Amendments to certain provisions of the "Political Archives Act" came into effect on February 28, 2024. To ensure a more thorough collection of political archives, we compiled the principles and key points for the review of political archives, attached relevant cases, and sent them to all agencies on March 21, 2024, for their reference and to facilitate the implementation of the inventory process. As of the end of 2024, 2,765 agencies have responded to the results of the investigation, and 2,582 agencies have stated that they do not have political archives. On the other hand, 183 agencies including the Ministry of National Defense replied that they have political archives and submitted archive catalogs (2,796 cases, 131,134 items). We have reviewed 111 agencies (1,803 cases, 25,274 items), and have completed the transfer of approved archives of six agencies including the Executive Yuan (one case, 269 items).

(E) Review of political archives held by political parties, party-affiliated Organizations, and party-owned entities

As of 2024, NAA had reviewed 8,454 political archives and transferred 8,388 political archives held by political parties and party-affiliated organizations. NAA amended the "Operation Directions for Determinations by the National Development Council Reviewing Political Archival Records Held or Possessed by Political Parties, Party-

Affiliated Organizations and Party-Owned Entities."

B. Cultivation of human resources

(A) Documents and Records Management training

In order to fully build up the expertise of documents and records managers in government agencies, NAA formulated the "Graded Training Program for Documents and Records Management" and the "Training Program for Seed Teachers of Records Management."

In 2024, NAA offered 30 training sessions for 4,547 participants. Via the "Learning Platform of the Civil Service Development Institute" under the Directorate-General of Personnel Administration of the Executive Yuan, NAA conducted 36 professional archives-related e-courses. As of 2024, a total of 776,000 participants had attended e-courses and 708,000 participants had been certificated after completing the training sessions.

Table 4 Training programs for records management

No.	Training type	Number of sessions	Number of participants
1	In-house training	10	2,442
2	Cooperative training	3	404
3	Support for other agencies' training	9	501
4	Outsourced training	8	1,200
Total		30	4,547

(B) Professional Certification of Records Managers

NAA established the "Professional Certification of Records Managers" to promote the cultivation of records managers, as well as to improve the records management of government agencies. This is two-level certification. The basic-level examination will start in 2024, and the advanced-level examination will start in 2025. In 2024, NAA completed

the development of the Professional Certification Examination System for Records Managers and held three briefing sessions to promote the certification. The basic-level examination was administered on September 21, with 1,014 participants. Online access to exam results was made available on October 1, followed by the availability of downloadable certificates for those who passed on November 1. The review of certification outcome reports was completed on November 28.

C. Evaluation of records management

(A) Awards for Records Management Quality

In order to set the benchmark for records management, NAA organized the 21st Records Management Quality Awards and Outstanding Records Manager Awards. In 2024, 12 government agencies and 10 individuals received awards. The award ceremony was held on September 5, 2024 at the International Conference Hall of the National Central Library. Premier Cho Jung-tai presented the prizes to the winners.

(B) Evaluation of Agencies' Records Management

In order to improve the quality and efficiency of government agencies' records management and implement the administrative principles of hierarchical responsibility and graded assessment, NAA promulgated the "Directions for Evaluating Government Agencies Records Management" in 2020. The directions require central and local government agencies at all levels to evaluate records management operations for themselves and their subordinate agencies, including records checks, cataloging, preservation, and access processes, starting in 2023. As of the end of 2024, NAA had completed on-site evaluations for 15 central and local government agencies.

D. Records information submission and website utilization

(A) Records catalogs published by government agencies

As of 2024, a total of over 460,366,752 government agency records catalogs had been published on NAA's NEAR website (<https://near.archives.gov.tw>).



Navigating Electronic Agencies' Records (NEAR) website

(B) Statistics on NEAR usage

In 2024, a total of 263,111 users visited NEAR, with a total of 169,280 searches on the website.

(C) Statistics on ACROSS usage

The ACROSS website (<https://across.archives.gov.tw>) was launched on March 10, 2010. In 2024, a total of 10,191 users visited ACROSS, with a total of 74,070 searches on the website.

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

A. Documents flow process management

(A) Statistics on official document processing status

In accordance with the "Directions for Documents Flow Process Management," NAA assembles statistical data regarding the processing status of official documents from the Executive Yuan and its second-level agencies monthly and publishes it on the NAA website.

(B) Timeliness management of official document processing

In accordance with the "Directions for Documents Flow Process Management," NAA is responsible for monitoring the timeliness of official document processing for all agencies under the Executive Yuan. On June 3, November 26, and December 10, 2024, four agencies (the Ministry of the Interior, the Overseas Community Affairs Council, the Ministry of National Defense, and the National Communications Commission) were reviewed.

(C) Document flow process management seminars

To improve government agencies' understanding of the "Directions for Document Process Management" and related regulations and to enhance the efficiency of the official document process, NAA held two online training sessions on June 19 and September 11 in 2024, with a total of 896 participants.

B. Electronic documents and records service

The Electronic Documents and Records Service Center handled a total of 33,328 customer service cases in 2024, with an average customer satisfaction rate exceeding 98.74%.

C. The performance and security of the documents and records

information system

In 2024, the related functions of various official document information systems were upgraded as scheduled. For instance, the Archives Access Service (A+) was enhanced with the addition of a dedicated Political Archives section, an Archives Media Repository, a Provincial Government Archives Application Zone, and improvements to both the Member Center management features and the search and retrieval functionalities. Similarly, the Government Agency Records Management Portal (Online), was upgraded to include new reporting functions for agency surveys, data cross-referencing features, and enhanced query capabilities. The Electronic Documents and Records Management System offers documents are assigned by AI, etc. Furthermore, a system maintenance process was used to appropriately adjust hardware and software resources to improve the operational efficiency of each system.

In order to enhance the professional knowledge and skills of archive management, a professional certification system for archive management personnel was developed and established in 2024, providing system functions such as candidate registration, payment, and examination services.

In addition, NAA adopted a series of policy measures for information security. The construction of an information security management system has been in place since 2003. Its Information Security Management System (ISMS) ISO 27001:2022 certification was renewed in 2024.

NAA strengthens its information security protection capabilities and continues to carry out information security matters such as information asset evaluation, information security protection planning, disaster recovery drills, information security education and training, third-party verification and external audits, and management reviews in accordance with ISMS regulations every year. We also follow the requirements of the "Cyber Security Management Act" to conduct information security governance maturity assessment, information asset classification and grading, two internal audits, audits by our superior authority (the National

Development Council), and information security audits reported by the Executive Yuan National Center for Cyber Security Technology.

NAA renewed its ISO27001:2022 Information Security Management System (ISMS) certification in 2024. At the same time, we continue to handle firewall, anti-virus software deployment, vulnerability detection, intrusion detection and SOC monitoring, email social engineering drills, APT endpoint defense system, IoT device security, source code detection, and other protection operations. The main matters being handled are as follows:

1. Network optimization work.
2. SOC high and low traffic monitoring; blocked more than 2.6 billion intrusions, and patched 142 vulnerabilities.
3. The Security Operation Center's Service for Passing and Exchanging Electronic Documents is maintained to monitor the operation of the exchange hosts in each integrated exchange center to enhance information security protection capabilities.

D. Establishment of the Information Infrastructure for the National Archives

In coordination with the opening of the National Archives in 2025, and in response to the return of the NAA's Yitong and Xinzhuang office areas to the Ministry of Finance's National Property Administration, a green energy computer room will be built at the National Archives. Plans are underway to consolidate the existing Yitong computer room, Xinzhuang computer room, and the Taipei-end cloud data center's various information systems into the newly constructed National Archives computer room to maximize operational efficiency. The installation of some switches and other backbone equipment has been completed. The entire facility is expected to be completed and put into operation by 2025.

E. Consolidation of Internal and External Websites

In response to the increasing demand for mobile services, the growing

threat of cybersecurity risks, and rising system maintenance costs, NAA completed the consolidation of its online platforms in 2024. A total of ten public-facing websites, including the NAA official website, Archives Access service (A+), Preserving Electronic Archives & Records Laboratory (Pearl), Archives Time-travel capsules (ATC), and Citizen Archivist Platform (CAP) have been integrated and streamlined into five websites. The backend management systems have also been adjusted accordingly to enhance cybersecurity protection and reduce operational and maintenance costs.

F. DEMONSTRATION SITE FOR 5G PRIVATE NETWORK CONSTRUCTION

In line with the Executive Yuan's "Taiwan 5G Action Plan," which calls for "Building a 5G Innovation Application Development Environment" and the first National Archives to be opened in 2025, NAA used the 5G demonstration results in 2024 at the Xinzhuan site as a basis to extend and to expand the relevant private network construction and interactive content production experience, and will continue to deepen the benefits of 5G private network applications.



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