

National Archives Administration Annual Report 2016



National Archives Administration

Annual Report 2016

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

(B) Organizational structure

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

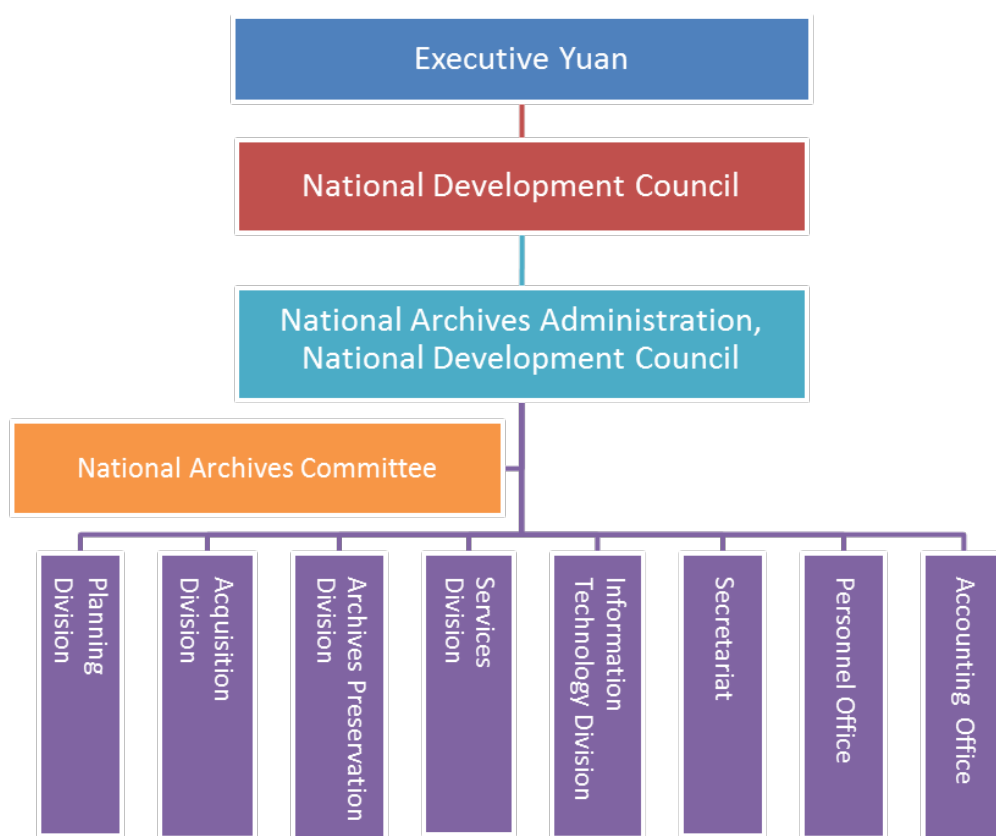


Chart 1 Organizational structure

(C) Organizational functions

1. Studying and drafting policies, legislation, and management systems for archives;
2. Supervising and assessing the management and use of government agency records, and compiling and publishing government agency records catalogs;
3. Reviewing the government agency 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, and 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

There are 113 staffs and 13 qualified archives volunteers (as of December 31, 2016).

B. Medium-term strategic plan

(A) Vision and strategy

1. Core values and development objective

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

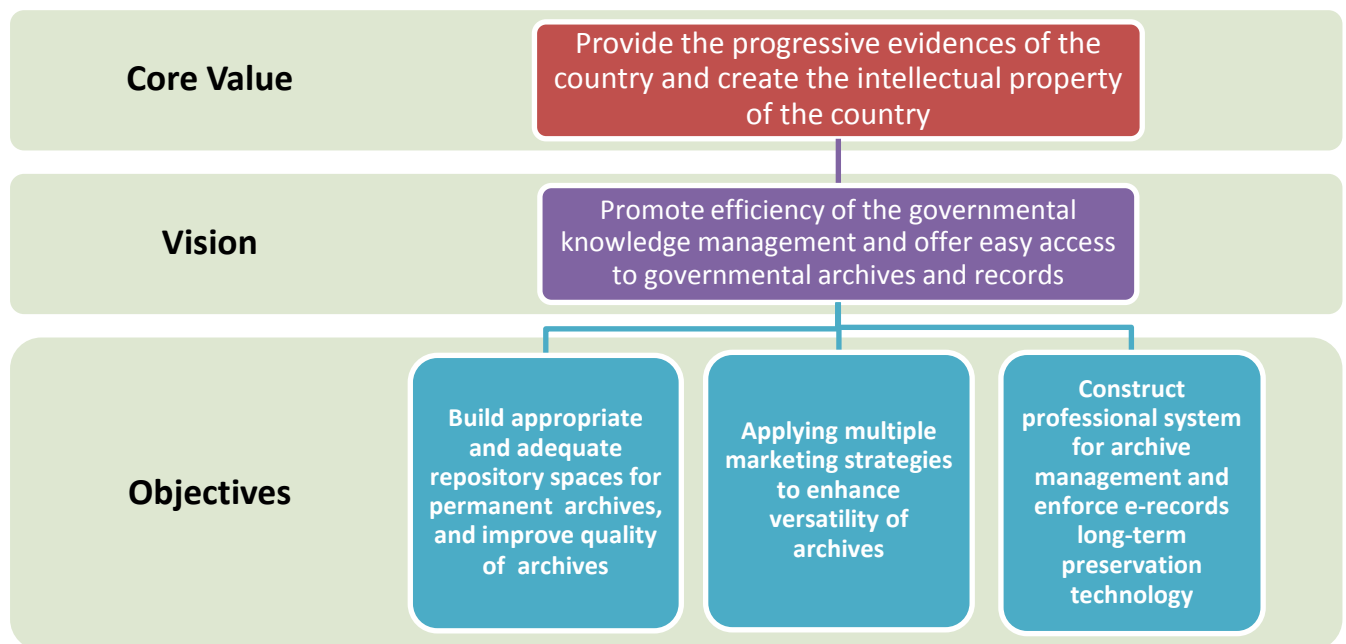


Chart 2 Core values and development objective

2. Medium-term governance plan

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

- (1) To enhance quality of records management by government agencies those haven't participated in competition for Archives

Management Quality Awards, and to promote attendance in training courses.

- (2) To establish archival records retention standards and to create a more efficient records disposition assessment mechanism.
- (3) To expand the scope of archives, and to improve the quality and quantity of archives.
- (4) To establish the National Archives Preservation Center, and to improve capability for development and management of multimedia technologies.
- (5) To provide high-quality access to archives, and to add new value to archives.
- (6) To expand the online official document signing and electronic document exchange systems, and to establish standards for management systems of official documents and records.

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

- (1) National Memory Deepening Formation Program (Phase I, 2016-2019)
- (2) Integrated Online Database for Documents and Records Program (2012-2016)

Table 1 Achievement of the 2016 performance targets

Key performance targets	Key performance indicators	Evaluation criteria	Targets	Outcomes
1. To enhance quality of records management by government agencies those haven't participated in competition for Archives Management Quality Awards, and to promote attendance in training courses.	Number of people that participated in training courses	Number of people that participated in lectures and e-courses during the year	20,000	22,000
2. To establish archival records retention standards and to create a more efficient records disposition assessment mechanism.	Number of schedules for government agency records retention periods approved	Number of records retention period schedules approved	15	55
	Number of general records retention schedules (GRS) revised	Number of GRS revised	3	3
3. To expand the scope of archives, and to improve the quality and quantity of archives.	Length of archives added	Length of archives added per annum (meters)	1,500	2,174

Key performance targets	Key performance indicators	Evaluation criteria	Targets	Outcomes
4. To establish the National Archives Preservation Center, and to improve capability for development and management of multimedia technologies.	Storage capacity for archives added	Storage capacity of archives added per annum (kilometers)	30	30
	Quantity of archives transferred into digital form	Number of pages of archives transferred into digital form (thousand pages)	4.5	90.2
5. To provide high-quality access to archives, and to add new value to archives.	Total increased number of visits to the archives access service website	(Number of visits during current year to the archives access service website) minus (Number of visits during the previous year)	1,200,000	1,200,000
6. To expand the online official document signing and electronic document exchange systems, and to establish standards for management systems of official documents and records.	Optimized the number of integrated electronic document exchange centers	Adjusted number of integrated electronic official document exchange centers	24	24
	Number of agencies using the online official document signing system	Number of agencies actually using the online official document signing system	5,590	5,598

Key performance targets	Key performance indicators	Evaluation criteria	Targets	Outcomes
	Level of user satisfaction with electronic records keeping systems and electronic records management technology consultation services	Percentage of satisfied users	92%	96.20%
	Development of electronic archives and records format migration or migration quality certification module	Total number of electronic archives and records format migrations or migration quality certification modules added every year	21	23

(B) Major projects

1. National Memory Deepening Formation Program (Phase I, 2016-2019)

Outcomes in 2016 are as follows:

- (1) NAA completed the arrangement and file-level archival description of 6,200 files and archival processing of 330 meters of archives created before 1949.
- (2) NAA imported archival resources relating to the “Political Development in Taiwan After 1949” and “Nation’s Major

Development Before 1949: War of Resistance against Japan (1937-1945)” into the Archival Resources for Teaching website; completed the compilation of archival resources on “Economic Development in Taiwan, 1945-1981”; released “Archives LOHAS” No.103 to No.114; hosted “Exhibition of Taiwan’s Retrocession Archives” and “Agriculture as the Foundation of the State: Taiwan’s Agricultural Archives Exhibition.” Also established online exhibition systems.

- (3) NAA held 6 sessions to review archival records of the Office of the President for archives acquisitions and approved the results.
 - (4) NAA transferred 824,128 pages of archives into digital form.
 - (5) NAA repaired 24,059 pages of damaged archives.
2. Integrated Online Database for Documents and Records Program (2012-2016)

Outcomes in 2016 were as follows:

- (1) NAA provided certification of information systems used for the management of government electronic official documents and records, and completed system certification for 28 agencies.
- (2) Obtained certifications for ISO 27001, ISO 20000 and ISO 22301 in order to enhance system security and services.
- (3) Established a dedicated Security Operation Center (SOC) on a pilot basis for electronic documents exchange systems to improve security and intrusion defense capabilities.
- (4) A total of 123,768,075 official documents were exchanged through the electronic official document online exchange system, including 61,874,382 documents received, and 61,893,693 sent. Each document would have cost NT\$25 to send by registered letter so the system saved NT\$1.54 billion in postage costs.
- (5) NAA released 66 classes of information for access via the Government Open Data Platform.
- (6) Expanded and maintained the Archives Cross boundaries (ACROSS) website, which now offers access to databases on 97 different websites.
- (7) Electronic records technical services: in total, 31 service requests consisting of 993 storage media from individuals, government

agencies and academic establishments in which covered migration, recovery and destruction, were completed successfully.

- (8) The 5th International Conference on Electronic Records Management and Technology was held and more than 150 people including distinguished foreign guests, and experts belonging to industries, governments, academia and research institutes attended.

C. Annual budget

The NAA annual budget was NT\$333,615,000 and the budget execution rate was 98.24%.

D. Legal amendments

- (A) Review and amendment of laws and regulations

NAA again submitted proposed draft amendments to the “Archives Act” on February 1, 2016, and forwarded them to the Legislative Yuan for deliberations. The Legislative Yuan submitted the proposed amendments to its Judiciary and Organic Laws and Statutes Committee for deliberations on February 19, 2016. The Legislative Yuan consented to withdraw the draft for policy review on July 27. In order to preserve the political archives in government agencies and civil society, and to ensure that they are usable and accessible so as to achieve the goal of transitional justice; we complete the draft "Political Archives Act", and forwarded it to the Executive Yuan on January 4, 2017. In addition, 19 other regulations and directives were amended in 2016.

- (B) Education and promotions

Two speeches were delivered in 2016 on the subjects of “Human Rights and Transitional Justice” and “Personal Data Protection.”

E. Research and development

- (A) Monographs and research

The NAA published the “Agriculture as the Foundation of the State:

Special Selection of Taiwan Agricultural Archives,” the “Routes of War: the Special Selection of Military Map Archives before and after 1949,” the “National Archives Administration 2015 Annual Report,” and Volume No. 15 of the “Archives Semiannual.”

(B) Project study and Awards for Archival Research and Application

In order to improve archive management services and spur innovative research, the NAA commissioned two outside research projects and completed three in-house studies in 2016. The NAA also organized an award event for archival research and applications. One research paper received the first place award, and one research paper and one innovative work received second place awards.

(C) Visits and meetings

1. Visited France to study archives management and access services

To understand more about the management of archives as well as the practical work of preservation, exhibition, access, service marketing, talent cultivation, and the construction of new archival facilities, from August 24 to September 3, 2016, an NAA delegation visited organizations and agencies in France, including the new National Archives of France, the Historical Center, the new Provincial Archives of Rhone, the Municipal Archives of Lyon, and the National Library of France.

2. Attended 2016 International Council on Archives Congress

From September 5 to 11, 2016, an NAA delegation attended the 2016 International Council on Archives Congress in Seoul, South Korea; where Taiwanese students presented 4 papers and posters to share the experience and achievements of our nation’s development in archives and records management. In addition, the delegation visited Seoul Archives of National Archives and Records Services to take the experience and strengths as reference for archival practice and records management.

3. Participated in the ARCHIVES*RECORDS 2016 conference

From July 29 to August 6, 2016, an NAA delegation attended the Annual Meeting of the Society of American Archivists in Atlanta. NAA submitted a poster presentation entitled “National Memories

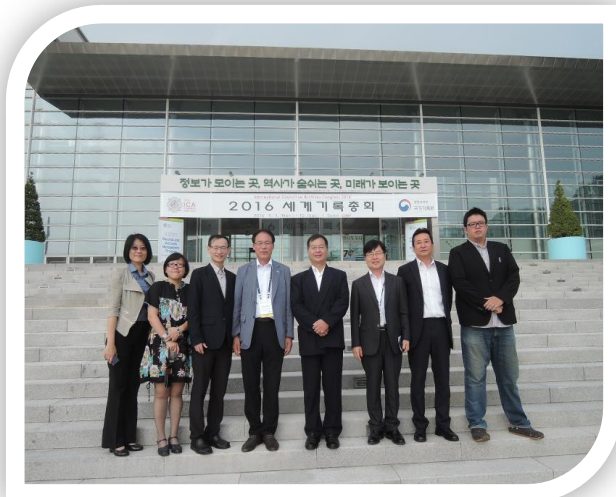
Never Gone: Enhance Our Archival Quality and Quantity Macroscopically and in Sequence” to familiarize attendees with archival acquisition strategies employed by NAA. In addition, the delegation also visited the National Archives at Atlanta and the Georgia Archives to benefit from their diversity of ideas, methods and experiences, and to share our experiences with them.



Director-General of NAA, Chiu-Yen Lin (2nd from the left) with the architect of National Archives (France), Jean Luc Bichet (middle).



Deputy Director-General of NAA, Mei-Jung Chen (right) with the host of 10th Annual SAA Research Forum, Nancy Y. McGovern (left).



Deputy Director-General of NAA, Hai-Hsiung Chen (4th from the right) with the Curator of Seoul Archives, Kwon O Jeong (4th from the left).

(D) Cooperation and exchange

NAA held the first liaison meeting for the supervisors of documents and records management sections in central government agencies on November 10, 2016 to facilitate the sharing of practical experiences among the agencies.



Director-General of NAA, Chiu-Yen Lin, gave the speech in the opening ceremony.



Attending guests of the meeting.

In addition, "The 5th International Conference on Electronic Records Management and Technology" was held from December 13 to 14, 2016. Officials from home and abroad, as well as foreign experts from Germany, Hungary, Estonia, Israel, Thailand and Hong Kong, delivered keynote speeches, and took part in focus discussions. Participants exchanged views and information on electronic records management technology from a wide range of different perspectives, including the electronic records life cycle, the points of view of managers and users, risk, and safety.



Minister of National Development Council, Tain-Jy Chen (7th from the left) with Director-General of NAA, Chiu-Yen Lin (8th from the left) and attending guests of the conference.

In 2016, NAA received 108 visitors from 19 agencies (organizations) in Taiwan and abroad.

II. Management of and access to archives

A. Archives acquisition

(A) Acquisition strategy

Pursuant to the National Archival Acquisition Plan (2016-2019), NAA has acquired selected agency records from the Office of the President, the National Audit Office, the Ministry of Justice, and other agencies of the Republic of China government, and also acquired rare and valuable records from private individuals or groups. NAA has also continued collecting pre-1949 records from government agencies and state-owned enterprises.

(B) Acquisitions

In 2016, records totaling 2,174 meters in length from 103 agencies, including the Office of the President, were acquired.

B. Archives collection

(A) Expansion of repository space for archives

In response to the urgent need for space for archives, NAA had set up an archives repository with storage capacity for about 30 kilometers on the 7th and 8th floors of the Xinzhuang Joint Office Tower by the end of 2014. For the long-term, a national archives construction plan will be in place to expand archives repository.

(B) Types and numbers of archives collection

1. Archives collection

(1) By archival formats

NAA has acquired a total of 18,458.07 meters of archives. In terms of archival formats, there are 17,990.24 meters of paper materials, 202.73 meters of photographic materials, 244.64 meters of audio-visual files, 12.82 meters of digital/electronic media, and 7.64 meters of other materials (official seals, agency name plates).

(2) By provenances

In terms of provenances, as of the end of 2016, 17,887.6 meters

of paper materials and 464.88 meters of non-paper materials were transferred from 387 government agencies. 102.64 meters of paper materials and 2.95 meters of non-paper materials were donated by 32 civic groups and individuals.

(3) By categories of the archives classification scheme

As of the end of 2016, archival collections consist of the following 19 categories: 140.89 meters of government policy, 214.15 meters of legislation and ombudsman affairs, 574.37 meters of judicial and legal affairs, 1.01 meters of recruitment, qualification, and personnel affairs, 250.92 meters of interior affairs, 814.68 meters of foreign and overseas community affairs, 3,259.04 meters of national defense and veterans affairs, 3,893.52 meters of fiscal and financial affairs, 558.06 meters of education and sports affairs, 2,736.96 meters of economic and trade affairs, 4,690.65 meters of transportation and public works affairs, 270.26 meters of culture and media affairs, 0.94 meters of health care affairs, 0.15 meters of humanities and technology development affairs, 173.74 meters of agricultural affairs, 344.44 meters of local affairs, 428.71 meters of political affairs, 104.92 meters of civic groups, and 0.67 meters of records donated by individuals.

2. Management of archives

(1) Description of archives

Pursuant to the National Memory Deepening Formation Program (Phase I, 2016-2019), in 2016, NAA completed file-level archival description of 6,200 files created before 1949.

(2) Inventorying of archives

In 2016, NAA inventoried 1,376 files (2,794 folders) of paper materials and 28,868 pieces of non-paper materials.

(3) Reparation of damaged archives

41,253 pages of damaged archives were repaired in 2016. From May 2001 to the end of 2016, a total of 415,510 pages of damaged archives were repaired.

(4) Declassification and downgrading of confidential archives

9,221 items and 4,259 files were declassified as of 2016. As of

the end of 2016, 471 items and 210 files of archives remained classified.

(5) Inventorying of reproductions of archives

In 2016, NAA inventoried reproductions of archives duplicated in 2011, including 37 hard disk drives.

(C) Archives digitization

1. Paper archives digitization

To preserve archives properly, and to provide fast and convenient access to them, NAA regularly makes scanned copies of archives to create a pool of digital archives. In 2016, 902,155 archival pages from government agencies, such as the Ministry of Foreign Affairs, were scanned. From March 2000 to the end of 2016, NAA made scanned copies of 7,629,910 archival pages.

2. Reproduction and storage of special media archives

In order to preserve special media archives properly, NAA continued to transfer audio/video archives into digital format. To date, 2,900 videotapes, 1,928 reel to reel tapes, 23 reel to cassette tapes, 754 rolls of cinematic film, and 90 disk records have been transferred. In addition, to facilitate permanent preservation of archives, the NAA has been transferring image files into microfilm format since 2004 under the archives digitization project, and has transferred 3,440,673 pages to date.

(D) Outsourced holding of archives

In October 2013, NAA and the National Palace Museum signed a contract to entrust 12.42 meters (414 folders) of archives transferred from the National Palace Museum to itself till December 2018.

(E) Management of archives preservation facilities

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

- (F) Returning private documents in archives to victims of political oppression

To meet the universal values of democracy and human rights and to respond to the social expectations of transitional justice, the “Operation Directions for Applications for the Return of Private Documents in the Archives to Victims of Political Oppression” were promulgated on July 14, 2011. From September 1 to November 30, 2011, a total of 36,911 archival folders (about 8 million pages) were examined, and 779 pages of private documents about 179 victims were identified. As of the end of 2016, 170 victims or their family members were contacted, and 105 applications were processed. NAA will keep working with other agencies to assist the victims or their families with their private documents or reproductions.

C. Access and participation

- (A) Services policy

Pursuant to the “2013-2016 Archives A⁺ Service Action Declaration,” NAA has been achieving such goals as “Archives Awareness A⁺”, “Archives Application A⁺”, “Archives Content A⁺”, “Archives Preservation A⁺”, and “Archives Information A⁺”. Key areas of service include: educating the public about the use of archives, facilitating joint archival work, improving the management of government agency records, ensuring that archives can be used with greater benefit, building a high-quality environment for the use of archives, promoting value-added archival research, expanding the range and scope of archival collections, adding new sources of archival acquisitions, enhancing the quality of archived personal documents, increasing repository space for archives, upgrading technologies and facilities for archival repairs, enhancing multimedia archive storage capacities, enhancing technologies for permanent preservation of e-archives, promoting integrated archival inquiry services, promoting energy conservation and reduced use of paper, promoting an all-in-one archival information network, and introducing cloud-based e-government services.

(B) Access service

As of the end of 2016, the A⁺ website (<https://aa.archives.gov.tw>) of NAA contain catalogs of about 2.7 million archives, and has been browsed over 11 million times.

In 2016, NAA responded to 157 inquiries from government agencies for access to 9,545 archives, and 9,494 items were provided. NAA received 513 applications from the public for access to 51,056 archives, and 41,386 items were provided. As for archives deposited with other agencies, 4 parties applied to use 16 archives. Some archives are temporarily not available, mainly because they have not yet been completely declassified and cannot be provided for viewing. A total of 517 applications were submitted for access to 51,072 archives, and 41,402 items were provided.



Archives Access Center



Information Retrieval Area of
Archives Access Center



Archives Access Service

(C) Publishing online newsletter “Archives LOHAS”

To disseminate information about archives and promote increased use of archives, NAA issued “Archives LOHAS” No.1 on July 16, 2007, which it has continued to publish and deliver by email in the middle of each month, actively informing the public about NAA policies and services, the availability of access to archives, NAA activities, and new knowledge concerning archives. Recipients of NAA services included: applicants for access to archives; teachers at related departments in universities and colleges; scholars, specialists, and organizations conducting historical research; records managers from government agencies; and scholars, specialists, and private citizens with established business relations with NAA. In 2016, a total of 12 issues, from Issue No.103 to No. 114, of “Archives LOHAS” were published.



Homepage of “Archives LOHAS” No. 103

(D) Information services

1. National reference services

The Archives Access Center's main services include the following: provides a professional publication on archives management; accepts applications for access to archives; introduces archival holdings; and facilitates queries of archives catalogs. In 2016, there were 864 visits to the center. Based on statistics of service types (multiple choices allowed), 466 persons came to apply for access to archives, 116 persons for information inquiries, 21 persons for access to publications, and 261 persons came for other purposes.

2. Satisfaction rating on access services

In order to improve the access services, a customer satisfaction survey was conducted in 2016. Among 489 customers (not including 4 customers who accessed archives deposited with other agencies) who accessed archives, 310 individuals completed the survey. Average satisfaction across all evaluation indicators was 94.27%. Average satisfaction ratings for the items of "application process," "service personnel," and "environment" were 90.34%, 96.71%, and 95.76% respectively.



Apply for archives from the public

Table 2 Statistics and satisfaction rating for access services to archives

Unit: percentage (%)

Degree of satisfaction (N*=310)		Strongly agree	Agree	No opinion	Disagree	Strongly disagree	Average satisfaction
Application process	(1) Easy operation of interface	107	163	16	17	4	90.34%
	(2) Understandability and legibility of application forms	93	170	44	0	0	
	(3) Result of inquiry meets needs	92	185	15	12	1	
Service personnel	(4) Attitude of service personnel is warm and kind	261	48	0	0	0	96.71%
	(5) Efficiency of service personnel	207	80	10	10	0	
Environment	(6) General environment is comfortable	193	104	6	0	0	95.76 % (Non-visitors excluded)
	(7) Hardware is complete and works well	173	124	6	0	0	
Average satisfaction		94.27%					

*Note: N = Number of survey respondents

3. Promotion of public awareness of access to archives

In 2016, 277 teachers and students from 15 universities and high schools visited NAA, where they filled out satisfaction surveys. A total of 245 valid questionnaire responses were collected. The overall satisfaction of the visitors with the services was 97.14%.

(E) Archives exhibitions

NAA hosted 4 exhibitions at the Exhibition Hall in 2016, including the “Exhibition of Taiwan’s Retrocession Archives,” the “Taiwan Image: Photography Exhibition by Huang Ze Xiu,” the “Key fifty-six hours: Battle of Guningtou Archives New Media Exhibition” and the “Agriculture as the Foundation of the State: Taiwan’s Agricultural Archives Exhibition.” The total number of visitors was 30,938. The overall satisfaction of the visitors to the exhibitions was over 90%.



On July 20, 2016, the President of Academia Historica, Mi-Cha Wu (middle) visited the “Taiwan Image: Photography Exhibition by Huang Ze Xiu.”



On August 16, 2016, President of the Control Yuan, Po-Ya Chang (3rd from the right), Deputy Minister of the National Development Council, Xian-Gui Gao (3rd from the left), Deputy Director of Office of President, Jing-Rong Bao (2nd from the right), Director of Executive Yuan, Zong-Ying Shih (2nd from the left), Director-General of NAA, Chiu-Yen Lin (1st from the left) and Director of Ministry of Defense, Mu-Qing Lee (1st from the right) attended the opening ceremony of the "Key fifty-six hours: Battle of Guningtou Archives New Media Exhibition."



On December 15, 2016, the speakers of the 5th International Conference on Electronic Records Management and Technology visited the "Agriculture as the Foundation of the State: Taiwan's Agricultural Archives Exhibition."

(F) Promotion of access to archival resources for teaching

In 2016, the archival resources for teaching on “The Economic Development in Taiwan, 1945-1981” were completed. Furthermore, 16 outreach programs were arranged for teachers in 16 schools and a total of 568 teachers participated. Over 90% of the participants agreed that the program is useful for teaching and learning. In addition, NAA cooperated with the Humanities Research Center at National Chengchi University to hold 2 archives research camps for high school history teachers, and 125 teachers participated in those activities.



Archival Resources for Teaching (ART)

III. Advancement of the government agency records management system

A. Advancement of important regulation systems

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

As of the end of 2016, 7,212 schedules for government agency records retention periods had been approved. In 2016, 72 schedules were reviewed, and 55 schedules were approved, involving 97 agencies.

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

In 2016, 2,539 destruction records catalogs of government agencies were reviewed and approved. As of the end of 2016, 31,284 such records catalogs were reviewed and approved totally.

- (C) Archives appraisal

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

In 2016, under the National Archival Acquisition Plan (2016-2019), NAA reviewed 34,925 records from the Office of the President, the National Audit Office, and the Ministry of Justice, and selected 8% (2,913 files) as archives.

- (D) Implementing the disposition of agency records

In order to facilitate the process of records disposition and preservation, NAA held two public meetings to publicize the policy regarding implementation of the medium-term plan for Orderly Disposition of Agency Records (2016-2019) and presented the plan in the liaison meeting for supervisors of documents and records management sections in central government agencies for further

distribution. In addition, 8 government agencies have submitted their medium-term projects of records disposition for reference.

B. Cultivation of human resources

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

In 2016, NAA offered 123 training sessions in lectures for 9,180 participants. At the Civil Service Development Institute under the Directorate-General of Personnel Administration of the Executive Yuan, NAA conducted 47 related e-courses. As of the end of 2016, a total of 193,959 persons participated in e-courses and 136,410 persons were issued certificates after successful completion.

Table 3 Training programs for records management

No.	Training type	Number of sessions	Number of participants
1	In-house training	50	2,778
2	Outsourced training	3	126
3	Support for training by other agencies	70	6,276
Total		123	9,180

C. Evaluation of records management

In order to set the benchmark for records management, NAA organized the 14th Archives Management Quality Awards and the Outstanding Archivist Awards. In 2016, 19 government agencies and 18 individuals received awards. The award ceremony was held at the International Conference Hall of the National Central Library. Deputy Minister of the National Development Council, Shien-Quey Kao, presented awards at the ceremony, which was also attended by previous award winners and government agencies.



On October 13, 2016, winners of the 14th Archives Management Quality Awards are shown with Deputy Minister of the National Development Council, Shien-Quey Kao (middle).



On October 13, 2016, winners of the 14th Outstanding Archivist Awards are shown with Deputy Minister of the National Development Council, Shien-Quey Kao (middle).

D. Records information submission and website utilization

(A) Records catalogs published by government agencies

As of the end of 2016, the total number of government agency records catalogs published on NAA's NEAR website (<https://near.archives.gov.tw>) stood at 519,536,918.



Navigating Electronic Agencies' Records (NEAR)

(B) Statistics on NEAR usage

From September 17, 2002 to December 31, 2016, NEAR was visited by 1,570,471 online users. In 2016, a total of 81,659 users visited NEAR. The total number of searches in 2016 was 146,489, including 83,445 simple searches (57%) and 63,044 advanced searches (43%).

(C) Statistics on ACROSS usage

As the end of 2016, the ACROSS website had integrated 97 databases developed by 28 libraries, museums, and archives in Taiwan, and had been browsed by 3,725,627 users since March 10, 2010. In 2016, the 35,438 visitors to ACROSS made a total of 66,562 searches.



Archives Cross Boundaries(ACROSS)

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

(B) Timeliness management of official document processing

In accordance with the Guidelines for Official Documents Flow Management, NAA is responsible for monitoring the timeliness of official document processing of all agencies under the Executive Yuan. In 2016, NAA monitored the progress of official document processing at the Ministry of Foreign Affairs, the Environmental Protection Administration, the Overseas Community Affairs Council, and the Directorate-General of Personnel Administration of the Executive Yuan, and provided comments and suggestions for improvement.

(C) Document flow process management seminars

In 2016, to raise public sectors' awareness of the Guidelines for Official Documents Flow Management and related regulations, and to enhance the efficiency of official document processing, NAA held 3 documents flow process management seminars, with one session each held in northern, southern and eastern Taiwan. The event was attended by 466 persons.

B. Updated project to conserve energy and reduce paper consumption by use of electronic documents

The Executive Yuan, in 2014 launched an "Updated Project to Conserve Energy and Reduce Paper Consumption by Use of Electronic Documents," which sets out four numerical targets to be met by 2016 (the percentage of agencies using an online official document signing system; the percentage of official documents signed using an online official document signing system; the percentage of official documents exchanged using an electronic official document online exchange system; and the percentage of meetings held electronically), and all four of these targets were fulfilled ahead of 2015.

C. Electronic documents and records service

The Electronic Documents and Records Service Center was inaugurated on December 26, 2013. It is responsible for conducting research regarding electronic documents and records preservation, functionality development, maintenance and operation of electronic document exchange systems, and multimedia preservation. The NAA in 2016 received 31 electronic records technical services requests consisting of 993 storage media from individuals, government agencies and academic establishments in which covered migration, recovery and destruction, were completed successfully.

The NAA held 32 training courses on documents and records information systems, electronic record-keeping technology, and electronic document exchange systems. These training sessions attracted a total attendance of 2,004.

D. Documents and records information system performance and security

In order to strengthen its ability to protect information security, the NAA has established the Security Operation Center (SOC) for electronic documents exchange systems, which monitors the operation of the electronic documents exchange center to improve security and intrusion

defense capabilities.

In addition, the NAA has an information security policy. Since 2003, the construction of information security management system has been completed. On February 20, 2006, the scope of certification has been expanded through ISO27001: 2005, and it has been re-validated in 2009 and 2012 through ISO27001: 2005. Re-verified and translated to ISO27001: 2013 in 2015, expanded to the global and all information systems, and completed renewal in 2016.

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