National
Archives
Administration

Annual Report 2017

Archives

國家發展委員會檔案管理局
National Archives Administration
National Development Council
www.archives.gov.tw

National Archives Administration

# Annual Report 2017

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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 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 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.
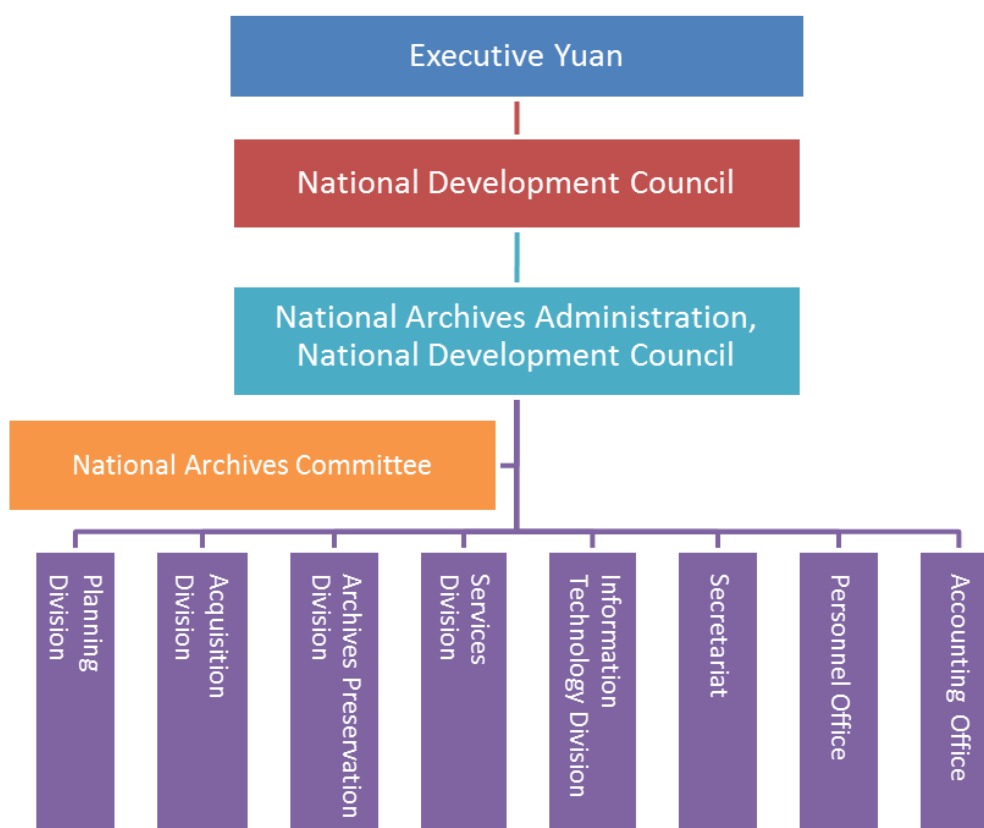
Chart 1 Organizational structure

(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 116 staff members and 8 qualified archives volunteers (as of December 31, 2017).

B. Medium-term strategic plan

(A) Vision and strategy

1. Core value and development objective
    (1) Core Value: stand witness to national development and create national knowledge assets.
    (2) Vision: generate more benefit from management of government knowledge, and provide more convenient access to archival information.
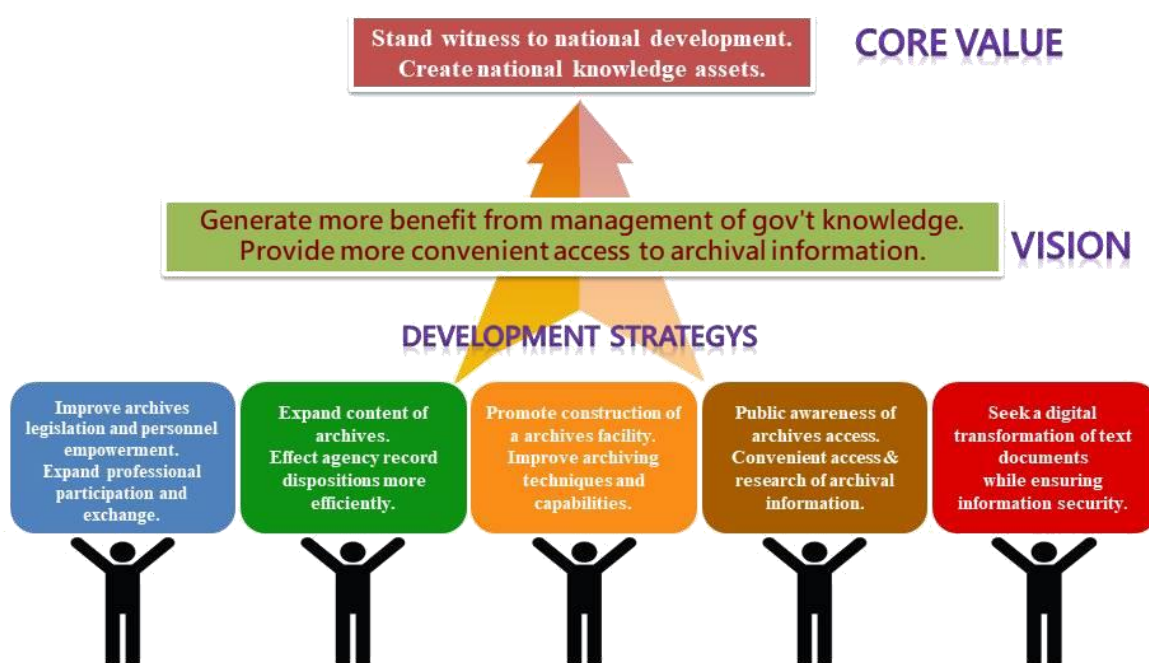
Chart 2 Core value and development objectives

2. Medium-term governance plan
    As an integral component of the NDC Medium-term Governance Plan (2017-2020), NAA proposes as its key policy "Enhancing resource sharing and enhancing the benefits of integration of information resources," and strategic objectives as "Strengthening the efficiency of the management of documents and archives, and enhancing archives collection and utilization." The focuses of future development are as follows:
    (1) To strength the legal system of archives management and the

cultivation of human resources; to enhance the participation of, and communication among, professional communities.

(2) To expand the contents of archives and improve the benefits of records dispositions.

(3) To construct the National Archives and to improve preservation techniques and storage capacity.

(4) To deepen public awareness of the importance of archives and to facilitate access to archives for research.

(5) To promote innovative management techniques for electronic documents and archives while taking care to maintain information security.

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

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

(2) Digital Documents and Records Innovative Project (2017-2020)

(3) Program for Inventorying, Acquisition, and Arrangement of Political Archives (2017-2019)

(4) The Construction Program of Archives Preservation and Service (2018-2023)

Table 1 Achievement of the 2017 performance targets

Key performance targets	Key performance indicators	Evaluation criteria	Targets	Outcomes
1. To strength the legal system of archives management and the cultivation of human resources; to enhance the participation of, and communication among, professional communities.	Number of people that participate in training courses	Number of people that participate in e-courses each year	19,000	22,209
2. To expand the contents of archives and improve the benefits of records dispositions.	Number of government agencies that completed archives appraisals	Number of government agencies that completed archives appraisals each year	10	11
3. To construct the National Archives and to improve preservation techniques and storage capacity.	Length of archives added	Length of archives added each year (meters)	700	700
	Quantity of archives transferred into digital form	Number of pages of archives transferred into digital form each year (Ten Thousand pages)	86	137
4. To deepen public awareness of the	Preliminary review of	Number of pages of	36	36.6

Key performance targets	Key performance indicators	Evaluation criteria	Targets	Outcomes
importance of archives and to facilitate access to archives for research.	planned preliminary review of electronic archives	electronic archives for which preliminary review was completed (million pages)		
	Providing prompt archives access	(Actual finished work projects / scheduled work projects x 100%) (Note: Annual scheduled work project goals were: 2017 -- to complete the trial assessment and finish the review of related regulations; 2018 -- to provide the service)	100% (To complete the trial assessment and finish review of related regulations)	100% (Amended Point 8 of the Directions for Access to Archives on 8 Dec. 2017, promoting the new "first read and transcribe" service)
	Web browsing of electronic archives	(Actual finished work projects / scheduled work projects x 100%) (Note: each annual scheduled work project goals were: 2017 -- to complete the trial assessment and finish the review of related regulations; 2018 -- to provide the service)	100% (To complete the trial assessment and finish the review of related regulations)	100% (For speeding up the opening up of political archives for public access, cancelling the previously planned trial operation at designated locations, in light of the

Key performance targets	Key performance indicators	Evaluation criteria	Targets	Outcomes
				confirmed accomplishment of service processes and system functions, offering the service of browsing and duplication of more than 100,000 pages of political archives (including full-text and images) at our A$^+$ website beginning from December 2017.)
5. To promote innovative management techniques for electronic documents and records, while taking care to maintain information security.	The percentage of agencies that have switched over to the new Services for Passing & Exchanging Electronic Documents system	The number of target agencies that use the new Services for Passing & Exchanging Electronic Documents system / the number of target agencies x 100%. The term "target agencies" means	3%	3.3%

Key performance targets	Key performance indicators	Evaluation criteria	Targets	Outcomes
		first-tier and second-tier government agencies.		

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

Outcomes in 2017 were as follows:

(1) NAA completed the arrangement and file-level archival description of 6,200 files and archival processing of 400 meters of archives created before 1949.

(2) NAA uploaded the "Economic Development in Taiwan, 1945-1981" archival records to the Archival Resources for Teaching website; completed the compilation of archival resources on "Development of Parliament and Local Self-Government in Taiwan, 1945-1998"; released "Archives LOHAS" No.115 to No.126; hosted two exhibitions "Agriculture as the Foundation of the State: Taiwan's Agricultural Archives Exhibition" and "Those Were the Days: Photography of Taiwan in the 1950s-60s from the Archives". Also established an online exhibition system.

(3) NAA held 4 sessions to review acquisitions of archival records of the Control Yuan, the Environmental Protection Administration of the Executive Yuan, the Veterans Affairs Council, and the Water Resources Agency, and approved the results.

(4) NAA converted 710,133 pages of archives into digital form.

(5) NAA repaired 24,198 pages of damaged archives.

(6) NAA enacted the "Program for Implementation of a Government Agency Records Risk Management System" and the "Description of Government Agency Records Risk Management Operations" to promote the implementation of records risk management in government agencies, and strengthens security and risk adaptation strategies for the overall document management mechanism.

2. Digital Documents and Records Innovative Project (2017-2020)

Outcomes in 2017 were as follows:

(1) NAA provided certification of Electronic Document and Records Management System (EDRMS), and completed system validation for 161 agencies.

(2) Obtained certifications for ISO 27001, ISO 20000 and ISO 22301

in order to enhance system security and services.

(3) Maintained the Security Operation Center (SOC) for the Services for Passing & Exchanging Electronic Documents (SPEED) to improve security and intrusion defense capabilities.

(4) In 2017, a total of 127,618,516 official documents were exchanged through the SPEED, including 63,779,812 documents received, and 63,838,704 sent. Each document would have cost NT$25 to send by registered letter so the SPEED system saved NT$1.59 billion in postage costs.

(5) NAA released 98 datasets 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 94 different websites.

(7) Handled 25 requests for technical services regarding electronic records, and handled 3,645 items of storage media.

3. Program for Inventorying, Acquisition, and Arrangement of Political Archives (2017-2019)

Outcomes in 2017 were as follows:

(1) Completed the transfer and arrangement of 152 meters (7,262 files) of records from 83 government agencies; archival description of 5,735 files and digitization of 274,987 pages; and content analysis of 590,000 pages and 32,012 index terms.

(2) The collection of political archives reached a grand total of 618 meters, of which 552 meters were processed. NAA has announced the outcomes of content analysis of 510,000 pages on the A$^+$ website for public use.

4. The Construction Program of Archives Preservation and Service (2018-2023)

In order to develop a fully national knowledge system, NAA has proposed this program in an actively effort to build up the national archives building and expand service space, with an eye to properly preserving government records and promoting access to archives. Also, a new building program was approved on 4th August, 2017 by the

Executive Yuan. The building, sited on a 2.57-hectare site located in Linkou District, New Taipei City, will be completed in 2023. This program will create enough capacity to handle the next 20 years of archival volume, and also make archives more useful in such fields as education, culture, and leisure. Therefore, the national memory and the national knowledge system will be fully preserved and developed.

C. Annual budget

The NAA annual budget was NT$314,320,000 and the budget execution rate was 98.01%.

D. Legal amendments

(A) Review and amendment of laws and regulations

In order to preserve the political records of government agencies and civil society and to ensure their use and accessibility, so as to achieve the goal of transitional justice, NAA completed the draft "Political Archives Act," and forwarded it to the Executive Yuan twice, on January 4, 2017 and February 27, 2018.
In addition, 13 other regulations and directives were amended in 2017.

(B) Education and promotions

Two speeches were delivered in 2017 on the subjects of "Human Rights" and the "Introduction to Copyright on Cultural and Creative Industries."

E. Research and development

(A) Monographs and research

The NAA published Volume No. 16 of the "Archives Semiannual," the "Archives LOHAS" No.115 to No.126, the "Those Were the Days: Photography of Taiwan in the 1950s-60s from the Archives," and the "National Archives Administration 2016 Annual Report."

(B) Project study and awards for archival research and application

In order to improve archive management services and spur innovative

research, NAA commissioned two outside research projects and completed six in-house studies in 2017. The NAA also organized an awards event for archival research and applications. Three research papers and two innovative works received honorable mentions.

(C)   Visits and meetings

1. Visited Netherlands 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 October 14 to 21, 2017, an NAA delegation visited organizations and agencies in the Netherlands, including the National Archives of Netherlands, the Noord-Hollands Archief, the Hague Municipal Archives, the Amsterdam City Archives, the National Library of the Netherlands, and the Amsterdam Museum.

2. Attended 2017 IASA 48th Annual Conference
From September 16 to 23, 2017, an NAA delegation attended the International Association of Sound and Audiovisual Archives (IASA) 48th Annual Conference in Berlin, Germany, where NAA presented a poster to share the preservation conditions and conversion operations of audio collections from the former National Assembly. In addition, the delegation visited the Staatsbibliothek zu Berlin and Museum für Kommunikation Berlin to serve as reference for the complete development of archival practice and records management in Taiwan.

3. Attended the ICISC 2017: 19th International Conference on Information and Computer Security
From July 3 to 7, 2017, an NAA delegation attended the 2017 International Conference on Information and Computer Security in Singapore. In addition, the delegation visited the National Archives of Singapore to understand the situation with respect to archival management affairs in Singapore and use their experiences and strengths as reference for archives management practices, oral histories, and the promotion of "citizens as archivists."

Chief Secretary of NAA Yen-Sheng Hsieh (2nd from the right), and Executive Officer of NAA Jia-Hong Chen (1st from the right) with archivists of the Amsterdam City Archives (left).

Division Director of NAA Shu-Mei Chen (middle), and Senior Executive Officer of NAA Pei-Chen Yen (1st from the right) with the collection department director of Museum für Kommunikation Berlin, Dr. Veit Didczuneit (left).

NAA senior systems analyst Chuan-I Lin and designer Jia-Hao Chen (3th and 4th from the right) with the participants of the ICISC 2017: 19th International Conference on Information and Computer Security.

(D)   Cooperation and exchange

NAA held the liaison meeting for the supervisors of documents and records management sections in central and local government agencies on May 10 and November 15, 2017 to facilitate the sharing of practical experiences among the agencies.

Meeting attendees.
(Local government agencies)

Meeting attendees.
(Central government agencies)

(E) Archive Month events

In order to raise public awareness of the importance of archives and strengthen the supporting networks among archival institutions and government agencies, NAA announced the medium-term program "Archives Month Promotion Program (2017-2019)" in 2017. The first "Archive Month" event will be held in November 2018, and it will become an annual celebration of archives every November.

(F) Visitor reception

In 2017, NAA received visits from 20 agencies (organizations) from 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 Control Yuan, the Environmental Protection Administration of the Executive Yuan, the Veterans Affairs Council, 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 2017, records totaling 1,095.891 meters in length were acquired from 30 agencies, including the Executive Yuan.

B. Archives collection

(A) Expansion of repository space for archives

1. 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.
2. Follow-up will be based on "The Construction Program of Archives Preservation and Service (2018-2023)" approved by the Executive Yuan on August 4, 2017 to build the first National Archives building in Taiwan and expand the archives repository. After the completion of the National Archives building in 2023, the storage capacity will reach 100 kilometers.

(B) Types and numbers of archives collection

1. Archives collection
    (1) By archival formats
        NAA has acquired a total of 20,271.16 meters of archives. In terms of archival formats, there are 19,771.81 meters of paper

materials, 202.73 meters of photographic materials, 272.64 meters of audio-visual files, 12.815 meters of digital/electronic media, and 11.165 meters of other materials (official seals, agency name plates).

(2) By provenance

In terms of provenance, as of the end of 2017, 19,669.17 meters of paper materials and 496.4 meters of non-paper materials were transferred from 402 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 2017, archival collections consisted of the following 20 categories: 231.205 meters of government policy, 214.15 meters of legislation and ombudsman affairs, 575.17 meters of judicial and legal affairs, 1.01 meters of recruitment, qualification, and personnel affairs, 250.92 meters of interior affairs, 818.28 meters of foreign and overseas community affairs, 4,634.64 meters of national defense and veterans affairs, 3,952.72 meters of fiscal and financial affairs, 584.86 meters of education and sports affairs, 2,769.355 meters of economic and trade affairs, 4,690.65 meters of transportation and public works affairs, 289.92 meters of culture and media affairs, 0.94 meters of health care affairs, 6.7 meters of labor and human resources affairs, 0.15 meters of humanities and technology development affairs, 173.74 meters of agricultural affairs, 352.75 meters of local affairs, 618.42 meters of political affairs, 105.51 meters of civic groups, and 0.07 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) and other projects, in 2017, NAA completed file-level archival description of 22,627 files.

(2) Inventorying of archives

In 2017, NAA inventoried 2,071 files (4,987 folders) of paper

materials and 240 rolls of films, and 172 files of positives and negatives (including photographs) of non-paper materials. In addition, 7,242 files (9,690 folders) formed the fifth acquisition of political archives and 372 files (891 folders) from political archives transferred during 2012 to 2016 were also inventoried.

(3) Reparation of damaged archives
46,440 pages of damaged archives were repaired in 2017. From May 2001 to the end of 2017, a total of 461,950 pages of damaged archives were repaired.

(4) Declassification and downgrading of confidential archives
4,542 files and 9,283 items were declassified as of 2017. As of the end of 2017, 520 files and 3,959 items of archives remained classified.

(5) Inventorying of reproductions of archives
In 2017, NAA inventoried reproductions of archives duplicated in 2013, including 23 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 2017, 1,374,848 archival pages from government agencies, such as the Ministry of the Interior, the Ministry of Foreign Affairs, and the Ministry of Justice, were scanned. From March 2000 to the end of 2017, NAA made scanned copies of 11,289,535 archival pages.

2. Reproduction and storage of special media archives
In order to preserve special media archives properly, NAA continued to convert audio/video archives into digital format. To date, 3,539 videotapes, 1,928 reel-to-reel tapes, 65 cassette tapes, 754 rolls of cinematic film, 90 vinyl records, and 44,713 photonegatives (including slides and photographic prints) have been converted. In addition, to facilitate permanent preservation of archives, the NAA has been converting image files into microfilm format since 2004 under the archives digitization project, and has transferred 3,440,673 pages to

date.

(D) Outsourced holding of archives

In October 2013, NAA and the National Palace Museum signed a contract by which 12.42 meters (414 folders) of archives transferred from the National Palace Museum were to be held in custody by itself until 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 issued 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 776 pages of private documents related to 177 victims were identified. NAA has since proceeded to examine the archives. As of the end of 2017, a grand total of 839 pages of private documents related to 191 victims were identified. Among these 191 victims, 177 of them or their family members were contacted, and 110 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

To provide archives services for the needs of society, NAA finalized the "Open Government, Open Archives: 2017-2020 Archives Service Declaration." The Declaration established five service objectives, including Archives Acquisition OPEN: explore new resources of archives; Archives Collection OPEN: create new era of archives collection; Electronic Documents and Records OPEN: develop new technologies for electronic documents and records; Archives Application OPEN: discover new values of archives; and Archives Profession OPEN: build new regulations and embrace challenges. Based on the abovementioned "OPEN" concept, NAA optimized a variety of archives services, and expanded participation of the whole community to regard archives as shared heritage.

To promote access to archives, NAA established the Archives Access Center to provide onsite, faxing, and e-mail services for access to archives, and launched the A^+ website (https://aa.archives.gov.tw) to foster multiple searches, also to provide "Guidelines on Access to National Archives Services" and "Guidelines on the A^+ website." In addition, the Archives Access Center provided brochures "5W2H Guidelines on Access to Archival Holdings" (Chinese and English versions) and a set of "NAA Official Website and Archives application related websites" postcards to help people apply to access archives.

In addition, to enhance archival services, NAA has provided new service measures since 2017, such as providing EasyCard and credit card payment services, and has continued to promote a planned preview mechanism. A "political records images release area" has been opened on the A^+ website, and provides access to over 100,000 pages. Applicants can access archives that are over 30 years old but still subject to access restrictions after furnishing a confidentiality pledge.

(B)   Access service

As of the end of 2017, the A$^+$ website of NAA has been browsed over 11 million times.

In 2017, NAA responded to 244 inquiries from government agencies for access to 19,912 archives, and 19,902 items were provided. NAA received 518 applications from the public for access to 52,890 archives, and 32,485 items were provided (including 3 applications for access to 58 archives deposited with other agencies).

Archives Access Center

Information Retrieval Area of Archives Access Center

Archives Access Service website

(C) Publishing of "Archives LOHAS" online newsletter

To disseminate information about archives and promote increased use of them, NAA published "Archives LOHAS" No.1 on July 16, 2007, and since then has continued to publish and deliver it 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. Subscribers have 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 2017, a total of 12 issues of "Archives LOHAS", from Issue No.115 to No.126, were published, and its cumulative number of subscribers reached more than 16,000.

Homepage of "Archives LOHAS" No. 115

(D) Broadcasting "Listening to Archives, Telling Stories"

To disseminate information about archives service, NAA worked with National Education Radio (NER) to create a program called "Listening to Archives, Telling Stories." Its first broadcast was on January 20, 2017, and the program can be heard regularly on the fourth Friday morning of every month.

The radio program "Listening to Archives, Telling Stories" on NER

(E) Information services

1. National reference services
The Archives Access Center's main services include the following: It provides a professional publication on archives management; accepts applications for access to archives; introduces archival holdings; and facilitates queries of archives catalogs. In 2017, there were 815 visits to the center. Based on statistics of service types (multiple choices allowed), 444 persons came to apply for access to archives, 29 persons for information inquiries, 14 persons for access to publications, and 328 persons for other purposes.

Applications for archives from the public

2. Satisfaction rating on access services

    In order to improve access services, a customer satisfaction survey was conducted in 2017. Among 499 customers who accessed archives (not including 1 customer who accessed archives deposited with other agencies), 252 individuals completed the survey. Average satisfaction across all evaluation indicators was 93.49%. Average satisfaction ratings for the items of "application process," "service personnel," and "environment" were 90.20%, 95.17%, and 95.10% respectively.

Table 2 Statistics and satisfaction rating for access to archives

Unit: percentage (%)

Degree of satisfaction (N*=252)		Strongly agree	Agree	No opinion	Disagree	Strongly disagree	Average satisfaction
Application process	(1) Easy interface	83	118	28	24	0	90.20%
	(2) Understandability and legibility of application forms	84	141	21	7	0	
	(3) Result of inquiry meets needs	93	137	18	5	0	
Service personnel	(4) Attitude of service personnel is warm and kind	178	70	5	0	0	95.17%
	(5) Efficiency of service personnel	151	81	13	5	3	
Environment	(6) General environment is comfortable	140	99	8	0	0	95.10% (Non-visitors excluded)
	(7) Hardware is complete and works well	137	103	6	1	0	
Average satisfaction		**93.49%**					

*Note: N = Number of survey respondents

3. Promotion of public awareness of access to archives

    To make school teachers, students, and institutional staff more interested in accessing archives, NAA continued to organize school visits, including visits to NAA and having NAA staff visit schools. In 2017, 354 teachers and students from 10 universities and high schools visited NAA, where they filled out satisfaction surveys. A total of 237 valid questionnaire responses were collected. The overall satisfaction of the visitors with the services was 98.74%.

(F) Archives exhibitions

There were three exhibitions held at NAA Exhibition Hall in 2017, including "Agriculture as the Foundation of the State: Taiwan's Agricultural Archives Exhibition," "Provincial Highway 3 as a Formosa Landscape," and "Those Were the Days: Photography of Taiwan in the 1950s-60s from the Archives." The total number of visitors was 31,164.

On May 19, 2017, listeners of National Education Radio (NER) visited "Agriculture as the Foundation of the State: Taiwan's Agricultural Archives Exhibition."

On August 16, 2017, Minister of the Hakka Affairs Council Yung-De Lee (5th from the left) attended the exhibition "Provincial Highway 3 as a Formosa Landscape."

On October 23, 2017, Premier of the Executive Yuan Ching-De Lai (3rd from the left), President of the Academia Historica Mi-Cha Wu (3rd from the right), Minister of the Ministry of Culture Li-Chiun Cheng (2nd from the left), Minister of the National Development Council Mei-Ling Chen (2nd from the right), Minister of the Council of Indigenous Peoples Icyang・Parod (1st from the left) and the Spokesperson of the Executive Yuan Kuo-Yung Hsu (1st from the right) attended the opening ceremony of the exhibition "Those Were the Days: Photography of Taiwan in the 1950s-60s from the Archives."

(G)   Promotion of access to archival resources for teaching

In 2017, to enhance the use of archives for teaching and research, NAA added 120 items on "Economic Development in Taiwan, 1945-1981" to the ART website (https://art.archives.gov.tw). Also the archival resources for teaching on "The Development of Parliament and Local Self-Government in Taiwan, 1945-1998" were completed. Furthermore, 20 outreach programs were arranged for teachers in 20 schools and a total of 1,169 teachers participated. Over 90% of the participants agreed that the program is useful for teaching and learning.

Homepage of Archival Resources for Teaching (ART)

(H)   A preliminary plan on the sales of cultural products

To make cultural products become more visible and promotable, NAA established a showcase in the Exhibition Hall, as well as on the official website, to display cultural products on 20 October of 2017. A total of 17 products have been shown and sold. Based on the outcome of this trial, NAA is developing new products and expanding distribution channels.

NAA's Cultural Products

D.   Archives management and service reform program

To meet the strategic goals of convenient archive access and innovative services, a reform program was drafted and later approved by NAA on December 25, 2017. Related divisions will proceed to conduct affairs accordingly.

III. Advancement of the government agency records management system

A. Advancement of important regulation systems

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

As of the end of 2017, 7,267 schedules for retention periods for government agency records had been approved. In 2017, 108 schedules were reviewed, and 55 schedules were approved, involving 254 agencies.

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

At total of 2,711 destruction catalogs were reviewed and approved in 2017. As of the end of 2017, a total of 33,995 such destruction catalogs were reviewed and approved.

(C) Archives appraisal

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

In 2017, under the National Archival Acquisition Plan (2016-2019), NAA reviewed 165,472 records from the Control Yuan, the Environmental Protection Administration of the Executive Yuan, the Veterans Affairs Council, and the Water Resources Agency, and selected 2% (3,906 files) as archives.

(D) Implementing the disposition of agency records

In order to facilitate the process of records disposition and link this with the work of review and selection of government documents, 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 a liaison meeting for supervisors of documents and records management

sections in local government agencies for further distribution. In addition, 8 government agencies have submitted their medium-term plans for records disposition for review.

(E)   Code of Ethics and Professional Practice Guidelines for Archives and Records Management

In order to set out standards of professional behavior for archivists and record managers in government agencies, NAA formulated the "Code of Ethics and Professional Practice Guidelines for Archives and Records Management" to lay out basic guidance about the responsibilities, and the expected conduct, of professional archivists.

(F)   Promotion of government agencies records risk management

In order to promote standardization of government agencies records risk management, strengthen the risk awareness of record managers, and guide all government agencies to implement risk management control systems, NAA formulated the "Program for Implementation of a Government Agency Records Risk Management System" and the "Description of Government Agency Records Risk Management Operations" in December 2017.

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 2017, NAA offered 105 training sessions for 8,400 participants. At the Civil Service Development Institute under the Directorate-General of Personnel Administration of the Executive Yuan, NAA conducted 43 related e-courses. As of the end of 2017, a total of 273,000 persons had participated in e-courses and 199,000 persons had been 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	29	2,450
2	Outsourced training	5	464
3	Support other agencies' training	71	5,486
Total		**105**	**8,400**

C. Evaluation of records management

In order to set the benchmark for records management, NAA organized the 15th Archives Management Quality Awards and the Outstanding Archivist Awards. In 2017, 21 government agencies and 16 individuals received awards. The award ceremony was held on October 19, 2017 at the International Conference Hall of the National Central Library. Deputy Minister of the National Development Council Shu-Cheng Tseng presented awards at the ceremony, which was also attended by previous award winners and government agencies.

On October 19, 2017, winners of the 15th Archives Management Quality Awards are shown with the Deputy Minister of the National Development Council, Shu-Cheng Tseng (middle).

On October 19, 2017, winners of the 15th Outstanding Archivist Awards are shown with Deputy Minister of the National Development Council, Shu-Cheng Tseng (middle).

D. Records information submission and website utilization

(A) Records catalogs published by government agencies

As of the end of 2017, the total number of government agency records catalogs published on NAA's NEAR website (https://near.archives.gov.tw) stood at 510,715,495.

Navigating Electronic Agencies' Records (NEAR) website

(B)   Statistics on NEAR usage

From September 17, 2002 to December 31, 2017, NEAR was visited by 1,665,187 online users. In 2017, a total of 94,716 users visited NEAR. The total number of searches in 2017 was 116,957, including 61,210 simple searches (52.34%) and 55,747 advanced searches (47.66%).

(C)   Statistics on ACROSS usage

By the end of 2017, the ACROSS website (https://across.archives.gov.tw) had integrated 94 databases developed by 34 libraries, museums, and archives in Taiwan, and had been browsed by 4,132,038 users since March 10, 2010. In 2017, 15,784 visitors to ACROSS made a total of 48,855 searches.

Archives Cross Boundaries (ACROSS) 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 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 2017, NAA monitored the progress of official document processing at the Ministry of Education, the Ministry of Economic Affairs, the Ministry of Science and Technology, the National Development Council, the Public Construction Commission of the Executive Yuan, and the Directorate-General of Budget, Accounting and Statistics of the Executive Yuan, and provided comments with suggestions for improvement.

(C) Document flow process management seminars

In 2017, to raise the public sector's awareness of the Guidelines for Official Documents Flow Management and related regulations, and to enhance the efficiency of official document processing, NAA held three documents flow process management seminars, with one session each held in northern, southern, and eastern Taiwan. The events were attended by 518 persons.

B. 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 the Services for Passing & Exchanging Electronic Documents (SPEED), and multimedia preservation. The NAA in 2017 received 25 requests for electronic records technical services and handled a total of 3,645 items of storage media.

The NAA held 35 training courses on documents and records information systems, electronic record-keeping technology, and the SPEED system. These training sessions attracted a total attendance of 3,096.

C. 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), which monitors the operation of the SPEED system to improve security and intrusion defense capabilities.

In addition, the NAA has an information security policy. The construction of an information security management system has been completed since 2003. On February 20, 2006, the scope of certification was expanded through ISO27001:2005, and it was re-validated in 2009 and 2012 through ISO27001:2005. It was re-validated and translated to ISO27001:2013 in 2015, expanded to the whole NAA and all information systems, and a follow-up examination was completed in 2017.

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