



Web 2.0 - Social Networking and Collaboration Applications and Recordkeeping

This Records Advice has been prepared to ensure that social networking and collaboration applications on the Internet which are authorised for use by agencies as part of their normal business activities do not compromise ACT Government records or breach the *Territory Records Act 2002*.

What is Web 2.0?

Web 2.0 is the name applied to the way the Internet is currently being used. What is now retrospectively called Web 1.0 was used mainly to publish information on basically static websites. Publishing on Web 1.0 required specialised skills and software and users of the sites had little control over content and the sites were not capable of handling mass interaction between the users and the publisher. Web 2.0 however, is about the users experience and interaction and allows them to control data, reuse material, provide or obtain immediate feedback and update and contribute information without being constrained by the software or format in use.

What Are Social Networking And Collaboration Applications?

This records advice does not specify what each type of application does but concentrates on the recordkeeping implications arising from the use of the technologies. Broadly, types of social networking and collaboration applications are:

- blogs
- collaborative editing tools
- instant messaging
- media sharing services
- social bookmarking
- social networking systems
- syndication and notification technologies
- wikis

Recordkeeping

Records are not defined by their format and can be created when using social networking and collaboration applications. These applications are not designed for records capture and maintenance. Records Managers need to be aware of social networking and collaboration applications being used or that are being considered for use by their agency and devise methods for capturing any records created by their use.

There are usually two types of records created when using social networking and collaboration applications, a duplicate record or a record created through/on an application, (e.g. contribution to a blog, wiki or documents in Google Docs).

Agencies should make decisions on what needs to be captured before using any social networking and collaboration applications. The best way of doing this is to conduct a functional analysis in accordance with the *Territory Records Standard for Records Management No.2 – Appraisal*. Appraisal analyses an agency's legal and administrative requirements to ensure that comprehensive records of its activities are made, captured into recordkeeping systems and retained for as long as they are needed, either by the agency or the community generally.

When deciding what records need to be kept agencies should consider:

- business requirements;
- legal and regulatory requirements
- cultural and heritage requirements

Recordkeeping requirements for these records should be reflected in agency policies and procedures and business systems and processes should have the recordkeeping functionality to meet these requirements built in.

Other Issues

Using these applications can produce other issues that need to be considered.

Confidentiality and Security

Agencies should consider any confidentiality or security issues surrounding the use of these types of applications. Responsibilities and acceptable use policies and procedures should detail what is acceptable to post, publish or text, etc. and what is not. The use of online collaboration tools like Google Docs may not be appropriate for projects that may have commercial sensitivity or security implications.

Copyright/Intellectual Property Rights

Agencies should read and be aware of any terms and conditions for using these applications and sites as they sometimes contain conditions that assign content rights so that intellectual property placed on such sites may become the property of those sites. Policies and procedures for using these applications should, where appropriate, reflect the fact that their use implies ownership by the agency.

Personal Use

Agencies should ensure all staff is aware of the purpose of each application and that they use them accordingly, (e.g. collaboration applications should only be used for business purposes).

Volatility

The content of social networking and collaboration applications can change quite rapidly so agencies need to decide on set times to capture content. Agencies may also need to implement some form of technological 'bridge' to enable direct capture into a recordkeeping system of content from high risk sites or applications.

Risk Assessment

Agencies should conduct a risk assessment on using social networking and collaboration applications to assess recordkeeping risks that include security, integrity and accessibility of the records for the required length of time.