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DIGITALIZATION OF THE GOVERNMENT POLICIES

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Abstract: It's no secret that mobility, cloud computing, and the Internet of Everything has changed the pace and process of commercial and consumer dynamics. Customers want information and service on-demand and delivered in real-time. Because digital transactions are faster, more convenient and mobile, they are now the 21st century precedent. Citizen demand for speed and transparency in service delivery from the government is no different. Government bodies are reaching a point where they must be ready to exchange data and services at all times and across multiple channels for the sake of efficiency, transparency, and democracy. Government bodies are reaching a point where they must be ready to exchange data and services at all times and across multiple channels for the sake of efficiency, transparency, and democracy. Fortunately, an onslaught of diverse and open technologies and increased involvement from start-ups are lighting the path toward progress. With today's automation and technology, government department records can be digitized, making it easier for employees to find information and fulfil public data requests.

INTRODUCTION:

In New Zealand, the government worked with software provider, Forge Rock, to test a system allowing citizens to select and share digitized records with caregivers, in order to get benefits. Meanwhile in India, the Digitize India Platform provides digitization services for scanned documents or physical paperwork for any organization.

On the other side of the world in America, the Digital Government Strategy has been initiated to develop and publish an open data, content and web API policy for the Federal Government, which is feeding the app developer's industry. For example, when the city of San Francisco released public transportation data on train routes and schedule updates, app creators were able to build more than 10 different navigation tools for residents. In Palo Alto, CA, the city has adopted an "open data by default" policy. Palo Alto city manager James Keene, and Palo Alto CIO, Dr. Jonathan Reichental, stressed the importance of fostering openness and collaboration in government IT in a Brookings post in January. They believe centralization should be a practice of the past, and included that their IT department was rechristened the Civic Technology Center.

"Our IT offices are open space, with an Apple-like "genius bar", and a small conference space open to private sector technologists for meetings and collaborative mash-ups." To move digitization and civic engagement forward, Keene and Reichental say government agencies need to kill big government hardware, and restructure so that every design plan and technology service is built around mobility.

The city of Palo Alto is one of the first clients of Peak Democracy, the creator of Open Town Hall, a cloud-based civic engagement platform that facilitates public participation in local democracy. The company has worked with over 100 government agencies across North America and powered over 1,500 online forums. Its Open Town Hall app allows governments to have control over citizen engagement and provides real-time insight and reporting tools, including geographic and demographic analysis. Patience, agility, and listening to customers is key for moving the platform forward. "Under our agile development process, we are frequently releasing new feature sets," says Cohen. "We prioritize our product road map based on feedback from our client government agencies." In the same vein, government agencies are undoubtedly receiving feedback from citizens.

PURPOSE:

- ✓ *the risk of permanent loss of content, through software/hardware obsolescence or degradation or damage to the carrier is minimised.*
- ✓ *International standards for digitisation and preservation, including the adoption of interoperable file formats, are met.*
- ✓ *Metadata required for ongoing preservation, discovery, access and rights management of digital assets is captured.*

- ✓ *Legal obligations are met, specifically those relating to copyright and intellectual property, when copying content for preservation purposes.*
- ✓ *Digitisation and digital preservation is prioritised to meet public access requirements and mitigate the risk of content being lost.*

Copies of digital files made for preservation and access purposes shall be authentic and traceable to the original via metadata stored with the digital copy. When appropriate, the Government will use migration to more recent file formats as the preferred method of preservation by copying. Migrating to another format involves, in most cases, minimal or no loss of content and simplifies access by ensuring that format technologies are current at the time of copying. Other methods of preservation, such as emulation or software (and where necessary hardware) archiving, may be adopted where it is not possible to migrate to another format or file type without significant loss of the content. Digital files to be preserved will be stored in corporate data storage repositories, managed in accordance with the Government's data management, backup and disaster recovery procedures. Preservation master files and all derivative copies, including thumbnails, are to be secured to prevent unauthorised changes being made. However, where authorised changes are made, these changes must be made in a copy of the file which is identified and managed as a different version of the original file. A mandatory retention period should be identified for all digital records, to ensure that digital files are only kept as long as they are of value to the Government. The retention period will be reviewed periodically, and assessed prior to the disposal of a digital file.

