



**THE SWAZILAND
NATIONAL ARCHIVES
AND E-GOVERNMENT
INITIATIVES**

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Outline

- About the SNA
- E-government
- The EDRMS Project
- Success factors
- Failure factors
- Recommendations
- Conclusions

About SNA

- Archives Act 5 of 1971
- Purpose built structure at Lobamba
- Opened in 1978 by King Sobhuza 11

SNA OBJECTIVES

- To ensure the proper management and care of all public records by setting standards and professional guidelines to all Government registries and Record Centres;
- To preserve public and non-public records with enduring value, regardless of format;
- To promote the preservation of both archival materials and secondary sources in Swaziland;

SNA MISSION

- *“To promote national identity, protect personal and public rights of Swazis and promote efficiency, accountability and transparency of government through the preservation of public records of research value regardless of format and historical information on Swaziland for use in the government and the people of Swaziland”*

SNA VISION

- *“To provide the highest standards in Records and Archives Management Services and to increase public awareness on the importance of documentary heritage in the Swazi nation”*

E-government

- the use of ICTs to improve the activities of public sector organisations, Heeks (2002) cited in Mutula (2005) and UNESCO (2005).
- brings about a change on how citizens relate to governments and to each other (Misuraca, 2006).
- allows networking and integration of government services and enhance the relationship between the government and citizens

E-govt initiatives

- The US National Archives and Records Administration (Thibodeau, 2004),
- The Malaysian E-SPARK Project (Shafie, 2007),
- The National Archives and Records Management System, (Government of Botswana, 2010)

Malaysia (NAM)

- Electronic Strategy for the Preservation of Government Records and Archives (E-SPARK) project in March 2003,
 - Phase 1 (2003-2004): development of electronic records management manuals, policies, processes and procedures for the management of public sector electronic records
 - Phase 2 (2006-2007) covered systems development and systems integration (AMS & ERMS)

United States (NARA)

- The Electronic Records Archive (ERA) Programme in 1998 at an investment cost of \$300,000
- three key functional blocks:
 - bringing all Government records into NARA's custody,
 - maintaining them over time;
 - providing for public access

Botswana (BNARS)

- The NARMS project was started in 2007 and envisaged for completion by the year by 2010;
- Seamless management of e-records from government ministries and departments with a link to BNARS, (Government of Botswana (2010)
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Swaziland

- Electronic Document and Records Management (EDRMS) Project
- To encompass the 21 Government Ministries
- Conceived as part of the Integrated Records Management transformation by the SNA

EDRMS Project

- *Input (creation and capture)*
- *Management (content, documents and records)*
- *Collaboration/process management*
- *Output/delivery*

Progress on the project plan

- Benchmarking in RSA in 2009-10 for costs, equipment, software, challenges and best practice
 - Cape Town: Department of Transport
 - Gauteng: Rand water, Nelson Mandela Foundation, Department of Trade and Industry

Progress ..

- EDRMS Project sensitization workshops for stakeholders for:
 - Principal Secretaries and senior government officials
 - All Government registry staff
 - Two consultants facilitated
 - Introduce, motivate, garner support, and enhance ownership of the EDRMS Project

Progress ..

- A Request for Proposal Document (RFP) was prepared and advertised for Expressions of Interest (EOIs);
- A Pre-Tender Conference with prospective Tenderers was convened;
- Evaluation of Tender documents done
- Most suitable consultant was identified
- To commence study by July 2012

Success factors

- Existence of international standards
 - the ISO 15489 Standard
 - The Moreq2 for electronic records management systems
 - Ideal manuals to develop records management policies, design a records management programmes, establishing procedures and defining functional requirements, best practice in the management of information, documents and records,

Success ...

- National Information and Communications Infrastructure (NICI) Policy in 2007
 - Platform for e-government services;
 - Legal and regulatory environment for service provision;
 - New applications such e-banking, e-cards, e-money, and e-commerce.

Success...

- Existence of a requisite political will
 - To support and implement e-government initiatives, (Ginindza, 2009)
- Amendment and Repeal of Act 5/1971, the SNA Department has submitted and tabled before Parliament;
- Integrated Records management system brought by Legal Notice No. 25/2009
 - (SNA and SGCS under ICT Ministry)

Success...

- existence of a draft National Records Management Policy for all Government records
- Strategic location of Government Ministries and Departments
 - Networking, close proximity in the major towns

Failure factors

- Prevailing financial situation
 - Projects deferred
- Existing ICT infrastructure
 - Bandwidth capacity issues
 - Internet connectivity
- Staff training and Skills
 - Report 34% basic Certificate I Archives and Records Management

Recommendations

- Improve and increase bandwidth capacity and internet connectivity;
- e-records systems, procedures, manuals aligned to ISO 15489 Standard and MoReq2 functional requirements;
- proposed National Archives and Records Management Bill (2001) be passed into law

Recommendations

- reserve a sizeable amount of the project budget for staff training and development,

The End

