WELSH GOVERNMENT

INFORMATION MANAGEMENT AND GOVERNANCE POLICY

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Policy Owner: Permanent Secretary

Description: This policy defines the way Welsh Government information and records should be managed to standards which ensure that vital and important records are identified, that the Welsh Government holds records that are necessary, sufficient, timely, reliable and consistent with operational need, and that legal and regulatory obligations are met. It also defines the roles and responsibilities for the creation, safekeeping, assurance, use, re-use, storing, sharing, publishing and disposition of information.

Publication: This policy is located on the Welsh Government Intranet and on

our website

This policy replaces the Welsh Government Information and Records Management Policy of May 2015

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either be destroyed or sent for permanent preservation at the National Archives or other designated Place of Deposit, as appropriate.

6.5 Websites, Social Media and "YouTube"

Welsh Government websites contain public records and are also considered to be of archival value. We archive all websites of the Welsh Government and affiliated bodies in order to provide continued access to key government documents through links persistence. This is also important due to the huge increase in the significance of the web in enabling the Welsh Government to carry out its business. The National Archives has produced an Operational Selection Policy which outlines the requirements for website archiving.

Welsh Government websites are captured, preserved, and made accessible via the UK Web and the UK Government Web Archive. The web archive includes videos, tweets, and websites dating from 2006 to present.

We have a separate Social Media Strategy which sets out rules regarding the acceptable use of social media (e.g. Facebook, blogs, Twitter) within the Welsh Government in a work context and how social media can be used to engage with the public and stakeholders on behalf of the Welsh Government.

6.6 Text & Instant Messaging

Text or 'instant messages' are electronic mail and messaging systems used for the purposes of communication between individuals. Staff should be aware that when using their WG phones in this way they are in fact creating "public records". Staff using private phones for WG business may also be creating public records. The ephemeral nature of text messages (and instant messaging) heightens the need for users to be aware that they may be creating records using this application, and to properly manage and preserve record content.

There are some records management challenges associated with text messages:

- These systems are not designed with a records management functionality, such as the ability to identify, capture, and preserve messages
- The use of multiple electronic messaging systems, types of devices to communicate, and service providers adds complexity to recordkeeping
- Concerns about ownership and control of records created in third-party systems, such as Facebook or Twitter
- Limited search capabilities to manage access and retrieval
- Difficulty in associating messages with individual accounts or case files
- Identification of appropriate retention periods within large volumes of electronic messages
- Capture of complete records, including metadata and any attachments, in a manner that ensures their authenticity and availability
- Development and implementation of records schedules, including the ability to transfer or delete records, apply legal holds on one or several accounts, or perform other records management functions
- Public expectation that all electronic messages are both permanently valuable and immediately accessible.

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