

ACTION SHEET



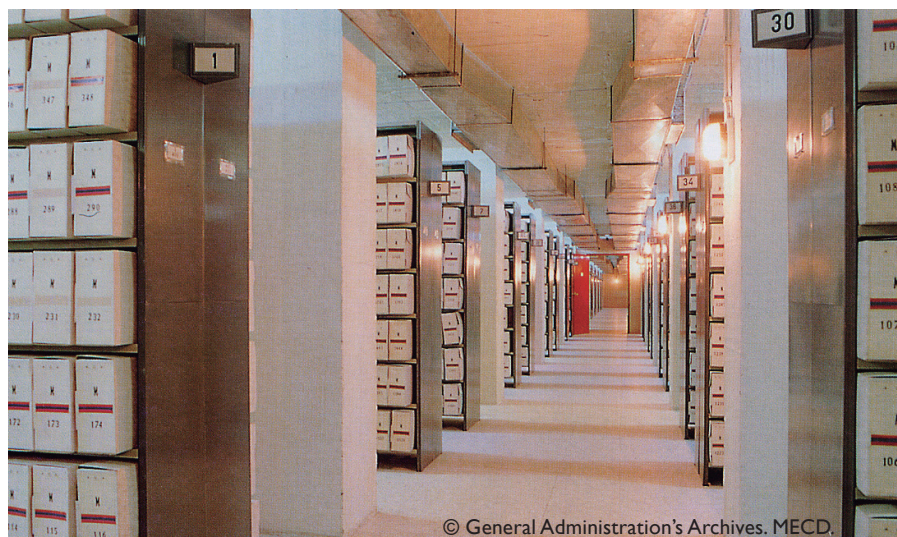
The Document Management Model – archives guarantee rights

EUROSociAL+ and the Transparency and Access to Information Network consolidate a document and archival management model in the region.

Line of action:
GOOD GOVERNANCE

Policy Area:
DEMOCRATIC GOVERNANCE

Scope :
REGIONAL



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These initiatives have been implemented through collaborative strategies between EUROSociAL+ and the Transparency and Access to Information Network based on peer-to-peer exchange, a demand-side approach and a focus on results.

The action taken is in line with Sustainable Development Goals 16.6 "Develop effective, accountable and transparent institutions at all levels" and 16.10 "Ensure public access to information and protect fundamental freedoms in accordance with national laws and international agreements."

DOCUMENT AND ARCHIVES MANAGEMENT MODEL

The implementation of the laws of transparency and access to information depend to a large extent on the quality, reliability, and accessibility of the public archives that safeguard said information. If archives are not organised and well managed, it will be difficult to determine the authenticity and integrity of information or comply with the timeframes established for responding to citizens and the administration.

To address this problem, a Document and Archives Management Model was created in 2014 within the framework of EUROSociAL+, under

The Model is being implemented in **6** Latin American countries

THE TRANSPARENCY NETWORK

The Transparency and Access to Information Network was created in 2011 with the aim of promoting transparency policies and generating better institutional capabilities. The Network is a space for dialogue and cooperation that promotes the exchange of experiences for the design, implementation and evaluation of transparency and access to information policies.

It is made up of 32 institutions from 17 countries in Latin America (Argentina, Bolivia, Brazil, Costa Rica, Colombia, Chile, Ecuador, El Salvador, Guatemala, Honduras, Mexico, Panama, Paraguay, Peru, the Dominican Republic and Uruguay), as well as Spain.

SUPPORT FROM EUROSOCIAL+

The European Union Cooperation Programme with Latin America, EUROSociAL+, has helped strengthen the Transparency and Access to Information Network by promoting the exchange of good practices between institutions in Latin America and the European Union. Specifically, through its democratic governance area, EUROSociAL+ has supported the development of three key models for improving the right of access to information in the region: a document and archive management model, a model for measuring results and a methodology for the transversal application of the gender approach.

Consortium led by



the technical direction of the General Sub-Directorate of State Archives of the Ministry of Culture and Sports of Spain, with the backing of the Organisation of American States and in close collaboration with the institutions of the Transparency and Access to Information Network.

The model, available at <http://mgd.redrta.org/>, provides a methodology for implementing the elements that make up an archive management and processing policy for the documents of an organisation which guarantees proper creation, processing, conservation, access and control of same.

The Document and Archives Management Model is based on good international practices and takes into account the needs of Latin American institutions. It is open to improvements, foreseeing a modular, gradual and flexible implementation. The Document and Archives Management Model is the result of a process of collaboration and consensus between the institutions that guarantee the right to access information, as well as archive management and safekeeping in 10 countries.

It can be used by any organisation, having been conceived as a scalable model which, from a basic level, can ensure excellence. It consists of two large blocks, one intended for those with management responsibilities and another for more operational personnel.

There are guidelines and directives for its implementation, as well as annexes and a self-diagnostic questionnaire, with which any institution can see where it is in the archival and document management process. An interactive application was created on the internet to facilitate its use.

OPTIMISATION OF THE DOCUMENT AND ARCHIVES MANAGEMENT MODEL

EUROsociAL+ has promoted the following strategies for the optimisation, diffusion and application of the Document and Archives Management Model.

Online course

The aim of this course is to facilitate the application of the Document and Archives Management Model by information officers and file managers in Latin American countries. It is free and is managed by the Council for Transparency in Chile. In its first year it will reach more than 2,000 officials in the region.

The course instructs public officials in the use of Model Management and Operational Guides. Through a survey, those taking the course obtain a detailed diagnosis of the state of document

management in their institution, as well as guidelines for the management of the model, gaining knowledge of various implementation tools in the process.

The exchange of experiences and knowledge regarding the Document and Archives Management Model among participating officials is also promoted through the course platform.

Digital self-diagnostic tool

In cooperation with the National Institute for Transparency, Access to Information and Personal Data Protection —INAI— in Mexico, a digital self-assessment tool has been created to promote the implementation of the Document and Archives Management Model — Transparency and Access to Information Network. It allows three levels or stages of development to be identified (initial, intermediate and advanced), through the application of a set of questions and answers guiding the compulsory subjects (institutions). The self-assessment system calibrates the degree of compliance with the requirements of the Document and Archives Management Model, making specific queries regarding the self-assessment questionnaires and their results and offering suggestions for improvement and follow-up on the implementation of the Model.

Inter-American Model Law for documentary and archive management

Within the framework of the Transparency and Access to Information Network, the OAS has been supported in the preparation of a proposal for an Inter-American Model Law for Document Management. This regulation had the technical support of the General Sub-Directorate of State Archives of the Ministry of Culture and Sports of Spain and was discussed in a workshop at the 15th Meeting of the Transparency and Access to Information Network, held in Santiago de Chile on April 2018. This is one of the pillars of the new Inter-American Framework Law 2.0 on Access to Public Information which aims to improve the capacity of OAS Member States in matters of transparency and access to information.

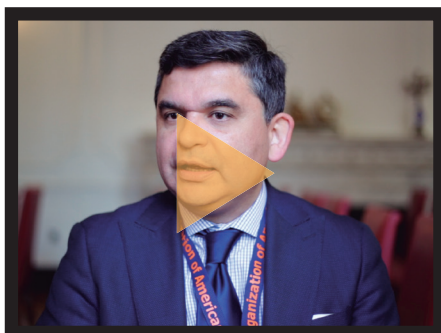
NATIONAL IMPACT TO DATE

The impact of the Archives Management Model has been wide and varied — for example, it has been translated into mandatory regulations or guidelines in Peru, El Salvador and Ecuador. It has also been applied in public institutions in Mexico, Chile, Argentina, El Salvador and Ecuador, as well as in specific sectors, such as the new technical regulations for the improvement of the management of clinical records of the Salvadoran health system.



The online course will benefit more than **2.000** officials from **16** countries in its first year

EUROsociAL TV



EUROsociAL CHANNEL IN YOUTUBE

Publications



EUROsociAL LIBRARY

“Modelo de Gestión documental y archivos”
“Records Management and Archives Administration Model”