



National Archives of the Netherlands  
*Ministry of Education, Culture and Science*

**Products and Services Catalogue**  
**Digital archive services**  
**National Archives Service Organization**

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**Disclaimer:** this English version is a translation of the original in Dutch for information purposes only. In case of a discrepancy, the Dutch original will prevail.



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## 1 Products and Services Catalogue

### 1.1 Purpose

The Dutch government is increasingly working digitally and providing its services digitally. Digital information is more diverse than information on paper and has many forms, from digital documents to e-mail, twitter messages, blogs and websites. The boundaries between use and archiving also disappear with digital information objects. The government must, however, permanently preserve the information objects and keep them accessible. This is to support their own operations, for accountability purposes and also within the framework of cultural heritage.

The National Archives supports the digital preservation and accessibility of digital information objects. The National Archives and the Regional Historical Centers (RHCs) use a national infrastructure to receive, manage and make available digital information objects. The purpose of this national infrastructure is:

1. ensure the sustainable accessibility of digital information objects;
2. effectively make digital information objects accessible to a wide audience via the internet;
3. to allow the transfer of digital information objects from archive creators to a depot to take place efficiently.

Part of this national infrastructure is the e-Depot of the National Archives. The National Archives manages the digital information objects of ministries and other central government organizations. The National Archives also makes this e-Depot available to the Regional Historical Centers, so that they can manage information objects themselves. In its role as knowledge centre for information management and digital archiving, the National Archives also makes its knowledge available to other government organizations and archival institutions. It wants to promote sustainable access to government information.

The Service Organisation of the National Archives provides the services that accompany this infrastructure. This Products and Services Catalogue (PDC) presents the services of the Service Organisation<sup>1</sup>.

### 1.2 Target group

This Products and Services Catalogue is intended for the following institutions:

- Central government organizations
- Regional and local government organizations
- Regional Historical Centres
- Regional and local archival institutions
- National Archives

The reason that the National Archives itself is a target group of this Products and Services Catalogue is because the National Archives is also part of the system of national archive repositories. In this role she can purchase services from the Service Organisation of the National Archives.

### 1.3 Position of the Products and Services Catalogue

The Products and Services Catalogue is part of a system of agreements involving the services of the Service Organisation of the National Archives. There are, for example, agreements with the Regional Historical Centers on the use of the e-Depot and with ministries on the management of published information objects. These cooperation agreements contain the quality and performance levels of the services. In addition, they contain the conditions that Regional Historical Centers and ministries must meet if they make use of the services.

## 1.4

**Structure**

This products and services catalogue contains the following parts:

Chapter 2 introduces the concepts of outsourced records management and transfer of information objects. This distinction is relevant for the services in this PDC.

In chapter 3 we present the services that the Service Organisation of the National Archives offers. Chapter 4 contains the digital facilities. These digital facilities are used by the National Archives themselves to carry out management services or offered to the Regional Historical Centers to manage their own information objects.

Chapter 5 discusses the knowledge products that are used in a number of services or that are offered to customers.

Chapter 6 describes how you can request a service from this catalogue.

In chapter 7, used terms are explained.

The costs of the services are published separately.

The following (untranslated) table shows which chapters are relevant to you.

Chapter	Organisation			
	Central government	Regional or local government	RHC	Regional or local archival institution
2 Outsourced and transferred information objects*	✓	✓	✓	✓
3.1 Management	✓			
3.2 Access	✓			
3.3 Providing digital facilities			✓	
3.4 Providing knowledge and information	✓	✓	✓	✓
3.5 Advise	✓	✓	✓	
3.6 Education			✓	
4 Digital facilities			✓	
5 Knowledge products	✓	✓	✓	✓
6 More information and requesting a service	✓	✓	✓	✓
7 Terms	✓	✓	✓	✓

\* Please note: the service 'Management of outsourced information objects' at the National Archives of archives that have not been transferred is not available outside the central government.

## 2 Outsourced records management and transferred information objects

### 2.1 Outsourced records management

Outsourced records management ('uitplaatsing' in Dutch) is relevant for information objects of a legal caretaker that are younger than twenty years and do not or do not yet have to be transferred to an archive repository, but whose management is assigned to another party without changing the care and responsibility for these information objects. W.r.t. the services in this PDC, this means that government organisations outsource the management of their information objects to the Service Organisation of the National Archives (in the case of national central government organisations). The government organisations remain responsible for these information objects. The Service Organisation of the National Archives uses the e-Depot and its own management systems to manage these outsourced information objects.

Information objects are eligible for outsourcing if a process is completed and there will be no subsequent changes to the information object. The information objects are still regularly consulted by civil servants in their work process and preservation (by business and process support systems or in the e-Depot) is required. The legal status of the information object remains unchanged, external accessibility is according to the WOB (Wet Openbaarheid van Bestuur, the Dutch 'Freedom of Information Act').

### 2.2 Transferred information objects

Information objects that are eligible for permanent retention will at some point be transferred to an archive repository in accordance with the Public Records Act ('overbrenging' in Dutch). Whether information objects are eligible for permanent retention follows from a retention schedule that has been drawn up on the recommendation of the Minister of Education, Culture and Science. At the moment of transfer of information objects, not only their location changes, but also the responsibilities and the openness regime. The Public Records Act governs the accessibility. Transfer does not only have to take place after the established legal term. Each organisation can choose to transfer information objects at an earlier time. We call this early transfer ('vervroegde overbrenging' in Dutch).

## 3

## Services

This chapter details the services that the Service Organisation of the National Archives offers to its customers. There are six groups of services:

1. Management of outsourced information objects of customers by the Service Organisation.
2. Providing access to outsourced information objects.
3. Making digital facilities available to customers. Using these digital facilities, customers can manage information objects themselves. One of these facilities is the e-Depot. Supporting the connection of customers to the e-Depot is also part of these services.
4. The Service Organisation will make its knowledge about digital archiving available to anyone who needs it. This can be done by answering questions, but also by providing knowledge products.
5. If answers to knowledge questions and knowledge products do not help sufficiently, the Service Organisation can give advice on various topics of digital archiving.
6. The Service Organisation offers training w.r.t digital archiving. At this moment the training "working with the e-Depot" is available.

Beheren	Toegang	Aanbieden digitale voorzieningen	Aanbieden van kennis	Advies	Opleiden
Regulier beheer	Toegang voor rijksoverheidsorganisaties	Aanbieden digitale voorzieningen	Beantwoorden Kennisvragen	DUTO scan	Werken met het e-Depot
Optionele beheer diensten		Aansluiten op het e-Depot	Verstrekken kennis producten	Recordkeeping advies	
			Verstrekken institutionele informatie R.O.	Impact analyse	
				Metadata beheer advies	
				Preservation advies	

Translation of the above terms, reused in the following section headings:

- Beheren = management
- Regulier beheer = regular management
- Optionele beheerdiensten = optional management services
- Toegang = access
- Toegang voor rijksoverheidsorganisaties = access for central government organisations
- Aanbieden digitale voorzieningen = providing digital facilities
- Aansluiten op het e-Depot = connecting to the e-Depot
- Aanbieden van kennis = providing knowledge
- Beantwoorden kennisvragen = answering knowledge questions
- Verstrekken kennisproducten = providing knowledge products
- Verstrekken institutionele informatie R.O. = providing institutional information about central government organisations
- Advies = advice

- DUTO scan = DUTO scan
- Record keeping advies = record-keeping advice
- Impact analyse = (pre-ingest) impact assessment
- Metadata beheeradvies = metadata management advice
- Preservationadvies = preservation advice
- Advies vernietiging = advice on destruction
- Opleiden = education
- Werken met het e-Depot = using the e-Depot

### 3.1 Management

#### 3.1.1 Regular management

<b>Name</b>	<b>Regular management of outsourced information objects</b>
<b>Definition</b>	Management of your outsourced digital information objects in the e-Depot, so that they remain accessible in a sustainable way.
<b>Description</b>	<p>We can sustainably manage the outsourced records of your digital information objects in the e-Depot. We arrange metadata management, preservation, destruction (where required) and provide support in preparing for the transfer of digital information objects.</p> <p><i>Metadata management</i></p> <p>Metadata is necessary to guarantee access to information objects. Metadata ensure authenticity, integrity, usability and reliability (NEN15489). It may be necessary to change the metadata of information objects in the context of outsourced records management. The Service Organisation takes care of the metadata management of your outsourced archives. This is done in consultation with the Records Information Service staff or your organisation's records managers, and according to TopX, the metadata model of the National Archives. This metadata model is based on two generic application profiles that are currently used in government organisations: the Toepassingsprofiel Metagegevens Rijksoverheid (TP Rijk, 'Application Profile Metadata Central Government' in English) and the Toepassingsprofiel Metagegevens Lokale Overheden (TMLO, 'Application Profile Metadata Local Government' in English).</p> <p><i>Preservation</i></p> <p>Preservation ensures that (re)use of your information objects is guaranteed, now and in the future. The authenticity and integrity of digital information objects are maintained. Activities to implement the preservation of national archives are a standard component of the service provided by the Service Organisation. The guiding principle is the preservation policy for national archives.</p> <p>We monitor the developments in the area of making digital information objects accessible in a sustainable way and take measures based on our findings. Characterisation and validation of digital information objects at ingest is part of our preservation activities, as is the monitoring and reporting of file format obsolescence. If required, we create a preservation plan and execute it in consultation with the archive creator.</p> <p><i>Destruction</i></p> <p>On your behalf, we carry out the destruction of information objects that qualify for this, for example when retention periods expire. As legal caretaker, you will always bear the final responsibility for this destruction. The activities that we carry out are:</p> <ol style="list-style-type: none"> <li>1. We select digital information objects that qualify for destruction;</li> <li>2. We will inform you when the retention periods of outsourced information objects expire;</li> <li>3. We destroy, after we obtained your approval, digital information objects;</li> <li>4. We log the destruction event;</li> <li>5. We send you a destruction report. You remain responsible for the writing of a declaration of destruction ('verklaring van vernietiging' in Dutch);</li> <li>6. We document the destruction event.</li> </ol>
<b>Target audience</b> (untranslated)	<ul style="list-style-type: none"> <li>• Ministeries</li> <li>• Uitvoeringsorganisaties</li> <li>• Hoge Colleges van Staat</li> <li>• Adviescolleges</li> <li>• Rechterlijke macht</li> </ul>

<ul style="list-style-type: none"> <li>• Zelfstandige Bestuursorganen zonder eigen rechtspersoonlijkheid.</li> </ul>
<p><b>Purchase conditions</b></p> <ul style="list-style-type: none"> <li>• Your organisation is part of one of the above target audiences.</li> <li>• Your organisation complies with the preservation policy of the National Archives.</li> <li>• The information objects you want to outsource are submitted in 'goede, geordende en toegankelijke staat' (good, ordered and accessible state' in English)</li> <li>• The legal caretaker pays for (the development of) an export tool. We can provide guidelines.</li> <li>• For all activities that are necessary to bring outsourced information objects in a good, ordered and accessible state and for one-off management activities on behalf of the legal caretaker, see 3.1.2 Optional management services.</li> </ul>
<p><b>Price</b></p> <p>The Service Organisation of the National Archives will charge you the costs for the regular management of your outsourced information objects on the basis of the overall cost price.</p>

### 3.1.2 *Optional management services for outsourced information objects*

Name	Optional management services for outsourced information objects
<b>Definition</b>	Management activities that are not part of the Service Organisation's regular management practice. These optional management activities are always carried out as a specific assignment from a legal caretaker.
<b>Description</b>	<p>It may be necessary to carry out management activities on your outsourced digital information objects that do not fall under regular management. That may be the case if, for example:</p> <ul style="list-style-type: none"> <li>• Your information objects are not in a good, ordered and accessible state, and we carry out activities to ensure that this state is achieved.</li> <li>• Metadata of your information objects needs to be changed, for example as a result of an exceptional reason or event.</li> </ul> <p>These optional management activities are conducted in the form of a project. Each optional management service is based on an action plan comprising an end result defined in advance, a phased plan, a schedule and an estimate of staff deployment and of time spent. This management service is provided only for information objects that have already been stored in the e-Depot.</p>
<b>Target audience</b> (untranslated)	<ul style="list-style-type: none"> <li>• Ministeries</li> <li>• Uitvoeringsorganisaties</li> <li>• Hoge Colleges van Staat</li> <li>• Adviescolleges</li> <li>• Rechterlijke macht</li> <li>• Zelfstandige Bestuursorganen zonder eigen rechtspersoonlijkheid.</li> </ul>
<b>Purchase conditions</b>	<ul style="list-style-type: none"> <li>• Your organisation is part of one of the above target audiences.</li> <li>• The Service Organisation of the National Archives is responsible for the management of your outsourced information objects.</li> <li>• We conduct an intake interview with you to come to an agreed project description.</li> </ul>
<b>Price</b>	The Service Organisation of the National Archives will charge you the costs for each optional management service on the basis of the overall cost price.

### 3.2 Access

<b>Name</b>	<b>Access for central government organisations</b>
<b>Definition</b>	The option to get access to the outsourced digital information objects in the e-Depot.
<b>Description</b>	<p>Access to your outsourced information objects in the e-Depot is possible in two ways:</p> <ol style="list-style-type: none"> <li>1. If you belong to a ministry, you use the SSC-ICT Zoek en Vind platform ('Search and Find' in English). SSC-ICT makes this facility available. A ministry that wants to make use of the NA's e-Depot for outsourced information objects can request the Zoek en Vind platform from SSC-ICT. Every ministry that uses the e-Depot for outsourcing information objects, appoints an authorized group of employees who can view and download information objects from the e-Depot with the Zoek en Vind platform. These employees will only find those digital information objects that have been outsourced by their ministry. The access offered by SSC-ICT is based on full text search and metadata elements from the Toepassingsprofiel Metagegevens Rijksoverheid.</li> <li>2. If you belong to another national government organisation, you must take a number of measures yourself before you can get access to your digital information objects in the e-Depot. The Service Organisation of the National Archives offers CMIS and OAI-PMH as standard interfaces. These interfaces enables the exchange of information between information systems, according to a standard. More information can be found in 4.1 E-Depot.</li> </ol>
<b>Target audience</b> (untranslated)	<ul style="list-style-type: none"> <li>• Ministeries</li> <li>• Uitvoeringsorganisaties</li> <li>• Hoge Colleges van Staat</li> <li>• Adviescolleges</li> <li>• Rechterlijke macht</li> <li>• Zelfstandige Bestuursorganen zonder eigen rechtspersoonlijkheid.</li> </ul>
<b>Purchase conditions</b>	<ul style="list-style-type: none"> <li>• The Service Organisation of the National Archives is responsible for the management of your outsourced information objects.</li> </ul>
<b>Price</b>	If you use the Zoek en Vind platform, the costs for the use of the platform will be charged to you by the Service Organisation of the National Archives.

### 3.3 Providing digital facilities

#### 3.3.1 *Providing digital facilities*

The Service Organisation of the National Archives manages outsourced digital information objects of central government organisations (see 3.1 Management). We use a set of digital facilities for this. We also offer these digital facilities to other archive institutions (the Regional Historical Centers) so that they can manage their digital information objects themselves. In addition, some digital facilities are also offered to third parties. We list the services that accompany these facilities below. The digital facilities themselves are explained in Chapter 4 Digital services.

Name	Providing digital facilities
<b>Definition</b>	Providing digital services to archival institutions (to support the management of digital information objects) and to third parties.
<b>Description</b>	<p>The National Archives' Service Organisation makes digital facilities available to the Regional Historical Centres and the National Archives with which they can manage their digital archive records. These digital facilities are explained in more detail in Section 4 <i>Digital Facilities</i>. The National Archives' Service Organisation ensures that digital facilities are available to customers and remain so according to the agreed standards. To this end, it has set up management processes and procedures according to generally accepted standards.</p> <p>Customers of our digital facilities can contact our Contact Center and report any incidents that occur in the use of the digital facilities, and that they cannot solve themselves. The Service Organisation ensures that queries are answered and incidents are solved, and will keep the customers informed. Customers can pass on their queries and incident reports by email or telephone to the Service Organisation. Requests for changes and complaints regarding the service should be reported to the Service Organisation. Every now and then maintenance is required to ensure that digital facilities operate as agreed. Customers will be notified of scheduled maintenance well in advance.</p> <p>The Service Organisation has a system of coordinated decision-making to ensure the range of digital facilities matches the needs of the customers using them. Consumers of digital facilities participate in these discussions or are represented.</p>
<b>Target audience</b>	<ul style="list-style-type: none"> <li>• See the relevant digital facility</li> </ul>
<b>Purchase conditions</b>	<ul style="list-style-type: none"> <li>• See the relevant digital facility</li> </ul>
<b>Price</b>	<ul style="list-style-type: none"> <li>• See the relevant digital facility</li> </ul>

## 3.3.2 Connecting to the e-Depot

Name	Connecting to the e-Depot
<b>Definition</b>	Connecting the business or process support systems of a customer of the e-Depot to that e-Depot.
<b>Description</b>	<p>You may wish to connect your business or process support systems to the e-Depot in order to place your information objects in the e-Depot. This is the case when you use the e-Depot to manage information objects or if you have them managed by the Service Organisation of the National Archives or a Regional Historical Centre.</p> <p>The Service Organisation of the National Archives distinguishes two forms of connection:</p> <ol style="list-style-type: none"> <li>1. A technical connection</li> <li>2. A content connection</li> </ol> <p><i>Technical connection</i></p> <p>In the case of a technical connection, you will take all the measures to connect your company or process support system to the e-Depot yourself. We offer you the specifications of the standardized interface with the e-Depot so that you can build the connection yourself. With this form of connection, you are responsible for organizing the connection and taking any organizational and content measures that are required. The Service Organisation supports the connection by offering specifications of the interface and assessing the test of the connection.</p> <p>The technical connection is particularly relevant for the Regional Historical Centers. They work with the e-Depot themselves, have their own management environment and, in consultation with the Service Organisation of the National Archives, they can develop, test and put into production the connection between a business or process support system with their own e-Depot environment.</p> <p><i>Content connection</i></p> <p>In the case of a content connection, all measures are taken to prepare your organization for the actual outsourcing or transfer of information objects to the e-Depot of the National Archives. This concerns measures at the organizational, content and technical level. By the end of a content connection, your organization is ready to actually store digital information objects in the e-Depot, and the first information objects have been stored there.</p> <p>The implementation of such a connection always starts with an impact assessment. The impact assessment determines</p> <ol style="list-style-type: none"> <li>1. what you need to do to deliver digital information objects in a good, ordered and accessible state,</li> <li>2. what the Service Organisation of the National Archives or a Regional Historical Center must do to store, preserve and give access to the digital information objects in the e-Depot</li> <li>3. what you and the Service Organisation of the National Archives must do to implement a link between your business and process support system and the e-Depot;</li> <li>4. what organizational and project-based measures you and the Service Organisation of the National Archives must take to realize a connection to the e-Depot.</li> </ol> <p>A content connection is carried out in a multidisciplinary team. In this team all organizational, content and technical expertise of both the government organization and the Service Organisation of the National Archives is represented. A project plan is the basis for a content connection.</p>
<b>Target audience</b> (mostly untranslated)	<p>Content connection:</p> <ul style="list-style-type: none"> <li>• Ministeries</li> <li>• Uitvoeringsorganisaties</li> <li>• Hoge Colleges van Staat</li> <li>• Adviescolleges</li> <li>• Rechterlijke macht</li> <li>• Zelfstandige Bestuursorganen zonder eigen rechtspersoonlijkheid.</li> </ul> <p>Technical connection:</p>

- Regional Historical Centers

**Purchase conditions**

- Your organization is part of one of the above target audiences
- An impact assessment is required for a content connection
- Other conditions are available in 4.1 E-Depot

**Price**

There are no costs for a technical connection of a customer's digital facilities to the e-Depot. In the case of a content connection, the Service Organisation of the National Archives will charge you the costs on the basis of the overall cost price.

### 3.4 Providing knowledge and information

#### 3.4.1 Answering knowledge questions

Name	Knowledge questions
<b>Definition</b> Answering questions about all aspects of sustainable accessibility of digital information objects.	
<b>Description</b> The Service Organisation offers records creators and archival institutions the possibility to ask questions on all aspects of sustainable accessibility of digital information objects. These questions may relate to technical, organizational, legal, process-related or archival aspects of sustainable access. We will ensure that these questions are answered.  Questions may be put to the Contact Centre of the Service Organisation of the National Archives. See Chapter 6 <i>Additional information and requesting a service</i> for contact details.	
<b>Target audience</b> (untranslated) <ol style="list-style-type: none"> <li>1. Rijksoverheidsorganisaties</li> <li>2. Regionale en lokale overheidsorganisaties</li> <li>3. Regionaal Historische Centra</li> <li>4. Regionale en lokale archiefinstellingen</li> <li>5. Nationaal Archief.</li> </ol>	
<b>Purchase conditions</b> <ul style="list-style-type: none"> <li>• Your organization is part of one of the above target audiences.</li> </ul>	
<b>Price</b> There are no costs connected to getting your knowledge questions answered.	

3.4.2 *Providing knowledge products*

Name	Providing knowledge products
<b>Definition</b>	Providing knowledge products that support records creators and archival institutions in preparing for and implementing the sustainable accessibility of digital information objects.
<b>Description</b>	<p>We make knowledge products available to support records creators and archival institutions in preparing for and implementing the sustainable management of digital information objects. These knowledge products are meant to assist in the design and management of governmental information systems. The goal is to make government information accessible, now and in the future, for everybody who has a right to access it. We guarantee cohesion between the various knowledge products, both w.r.t. the content of the knowledge products as w.r.t. activities that stimulate their use. That is why all knowledge products are managed together, under one joint management. We actively ensure that this knowledge remains applicable and is continuously updated. We do this by actively involving science, government organizations, archives, knowledge networks, knowledge platforms and others in the further development and implementation of these knowledge products.</p> <p>The following knowledge products are currently being offered:</p> <ul style="list-style-type: none"> <li>• DUTO guidelines (guidelines for the Sustainable Accessibility of Government Information)</li> <li>• TMLO</li> <li>• Guide to Appraisal and Selection (as part of Balanced Interests)</li> <li>• Hotspot monitor (as part of Balanced Interests)</li> <li>• Guide to Replacing Archive Records</li> <li>• Guide to the Preferred and Accepted File Formats of the National Archives</li> <li>• NORA Sustainable Accessibility Category</li> <li>• MARA (Model Architecture National archive institutions)</li> </ul> <p>New knowledge products will be made available on a regular basis.</p> <p>The Service Organisation ensures that the knowledge products are up-to-date and that the most recent version is always provided. The Service Organisation also endeavours to promote the adoption and implementation of these knowledge products. The knowledge products are made available as viewable and possibly downloadable versions.</p>
<b>Target audience</b> (untranslated)	<ol style="list-style-type: none"> <li>1. Rijksoverheidsorganisaties</li> <li>2. Regionale en lokale overheidsorganisaties.</li> </ol>
<b>Purchase conditions</b>	<ul style="list-style-type: none"> <li>• Your organization is part of one of the above target audiences.</li> </ul>
<b>Price</b>	There are no costs connected to the use of knowledge products.

3.4.3 *Providing institutional information about government organisations*

Name	Providing institutional information about government organisations
<b>Definition</b>	Providing basic institutional information about organizations that fall under the central government.
<b>Description</b>	<p>We manage information about archive creators within the central government and make this available to any organization or person who wants to consult this information. We use the Actors Register for this ('Actorencijfer' in Dutch). This information can be consulted by everyone via <a href="https://actorencijfer.nationaalarchief.nl/">https://actorencijfer.nationaalarchief.nl/</a>.</p>

Just like any other organization, the government is subject to change. Small and large reorganisations have led to many name changes and job changes in recent decades. This institutional basic information is collected in the Actors Register from 1975 for the central government. Based on the Staatsalmanakken ('State Almanacs' in English) and Instellingsbesluiten ('Founding Decisions' in English), information is collected and processed about the organizational structure and task follow-up over the years.

**Target audience**

Not applicable. This is a public service.

**Purchase conditions**

There are no conditions for using this historical information of central government organizations.

**Price**

There are no costs connected to the use of this historical information of central government organizations.

### 3.5 Advice

#### 3.5.1 DUTO scan

Name	DUTO scan
<b>Definition</b>	<p>A DUTO scan is a fit/gap analysis that provides insight into the extent to which information is accessible in a sustainable way in a work process of government organizations. The basis of the scan is formed by the DUTO requirements and the input from the organization itself.</p>
<b>Description</b>	<p>The goal of a DUTO scan is primarily to make specific recommendations to improve the sustainable accessibility in a work process of a government organization. In addition, the DUTO scan provides knowledge and awareness on how the DUTO requirements could be implemented in a government organization.</p> <p>The scan consists of three workshops with participants from the government organization. The first workshop is used to gather wishes and findings, the second workshop to identify measures that need to be taken and the third workshop to jointly set priorities for the implementation of the measures. The results of the scan are set down in a report and discussed with the client. The scan is performed by a DUTO adviser and a process supervisor.</p> <p>Depending on the workshop, participants include information users working in and outside of the chosen process, architect(s), information specialist(s) and CIO advisers. The final report is presented to the client and sponsor.</p>
<b>Target audience</b> (untranslated)	<ol style="list-style-type: none"> <li>1. Rijksoverheidsorganisaties.</li> <li>2. Regionale en lokale overheidsorganisaties.</li> </ol>
<b>Form</b>	<p>Three workshops and a final report with the results of the DUTO scan.</p>
<b>Purchase conditions</b>	<ul style="list-style-type: none"> <li>• Your organization is part of one of the above target audiences.</li> <li>• In case of a regional or local government organization, you have to partake in the Gemeenschappelijke Regeling ('Joint Agreement' in English) of a Regional Historical Center.</li> <li>• We conduct an intake interview with you to come to an agreed task description.</li> </ul>
<b>Price</b>	<p>The Service Organisation of the National Archives will charge you the cost of a DUTO scan on the basis of the overall cost price.</p>

3.5.2 *Advice on record keeping*

Name	Advice on record keeping
<b>Definition</b>	Advising on process-related information, both organisational, managerial and technical.
<b>Description</b>	<p>Recordkeeping focuses on sustainable accessibility of process-related information. Recordkeeping supports the reliability, usability and authenticity of digital information. Archive creators and archive institutions should organize their organization accordingly, by:</p> <ul style="list-style-type: none"> <li>• developing policy, procedures, guidelines for information and archive management;</li> <li>• ensuring that roles and responsibilities are assigned in the organization to implement the policy;</li> <li>• developing information systems to record archive records, to be able to manage them and make them accessible. Besides hardware and software this also concerns processes, procedures, roles and responsibilities;</li> <li>• developing tools that contribute to recording and managing archive records, such as metadata schedules, retention schedules, authorization schedules, etc.</li> </ul> <p>The Service Organisation of the National Archives offers advice on all these components. The contents of the advice depend on your request. That is why we always conduct an intake interview regarding your request.</p> <p>The recommendations made by the National Archives may be aimed at the future, but retroactive advice is also a possibility. It could, for instance, be motivated by the connection to the e-Depot or an audit. When answering questions we use tools such as the Guide to Replacing Archive Records, TMLO and DUTO.</p>
<b>Target audience</b> (untranslated)	<ol style="list-style-type: none"> <li>1. Rijksoverheidsorganisaties.</li> <li>2. Regionale en lokale overheidsorganisaties.</li> </ol>
<b>Form</b>	We offer a recommendation in the form of working session or an advisory report. The contents of the advice depend on your request. That is why we always conduct an intake interview regarding your request.
<b>Purchase conditions</b>	<ul style="list-style-type: none"> <li>• Your organization is part of one of the above target audiences.</li> <li>• In case of a regional or local government organization, you have to partake in the Gemeenschappelijke Regeling ('Joint Agreement' in English) of a Regional Historical Center.</li> <li>• We conduct an intake interview with you to come to an agreed task description.</li> </ul>
<b>Price</b>	The Service Organisation of the National Archives will charge you the cost of the advice on the basis of the overall cost price, but only when more than four hours are required.

3.5.3 *Impact assessment*

Name	Impact assessment
<b>Definition</b>	Assessment of the extent to which information objects to be outsourced comply with the standards of the National Archives for the outsourcing or transfer of digital information objects, and which measures must be taken to achieve this.
<b>Description</b>	<p>An impact assessment determines:</p> <ol style="list-style-type: none"> <li>1. What a government organization must do to submit digital information objects in a good, ordered and accessible state;</li> <li>2. What the Service Organisation of the National Archives or a Regional Historical Center must do to record, preserve</li> </ol>

and unlock the digital information objects in the e-Depot;

3. What the government organization and the Service Organisation of the National Archives or a Regional Historical Center must do in order to realize a permanent and sustainable connection, based on a government standard, between a business and process support system and the e-Depot;
4. Which organizational and project-based measures the government organization and the Service Organisation of the National Archives or a Regional Historical Center must take in order to realize a connection to the e-Depot of the National Archives.

A multidisciplinary team carries out the impact analysis. Organizational, content and technical experts from both the government organization and the Service Organisation of the National Archives are represented in this team.

**Target audience** (untranslated)

- Rijksoverheidsorganisaties.
- Regionale en lokale overheidsorganisaties.

**Form**

The impact assessment is carried out in a number of work sessions. The assessment starts with a kick-off meeting. The participants in the team work out parts of the assessment between the workshops. The impact assessment is concluded with advice in the form of a report

**Purchase conditions**

- Your organization is part of one of the above target audiences.
- In case of a regional or local government organization, you have to partake in the Gemeenschappelijke Regeling ('Joint Agreement' in English) of a Regional Historical Center.
- We conduct an intake interview with you to come to an agreed task description.

**Price**

The Service Organisation of the National Archives will charge you the cost of the advice on the basis of the overall cost price.

3.5.4 *Metadata advice*

Name		Metadata advice services
<b>Definition</b>	Advice on the application, use and management of metadata.	
<b>Description</b>	<p>Metadata is necessary to guarantee access to information objects. Metadata ensure authenticity, integrity, usability and reliability (NEN15489). The metadata model with the definitions and specifications of the metadata, and the corresponding XML format, are required to process SIPs of legal caretakers during the ingest process. We advise on the following aspects of metadata:</p> <p><i>Mapping metadata schemes</i></p> <p>Central government organizations, Regional Historical Centres and their records creators ensure that the metadata XML schema of their own archive records is mapped to the metadata XML schema of the e-Depot of the National Archives. For example, this mapping is conducted when connecting central government organizations, Regional Historical Centres and legal caretakers to the e-Depot. We offer you advice on this mapping.</p> <p><i>Completing metadata</i></p> <p>We offer advice on completing the metadata from archive records, before these are placed in the e-Depot as outsourced information objects.</p> <p><i>Metadata management</i></p> <p>It may be necessary to change the metadata of information objects in the context of the management of outsourced and transferred information objects. An example is the result of a re-evaluation of outsourced information objects and changes to retention schedules. We offer advice to the Regional Historical Centres in the management of metadata of transferred and outsourced archives.</p>	
<b>Target audience</b>	<ul style="list-style-type: none"> <li>Regional Historical Centres</li> </ul>	
<b>Form</b>	We offer advice in the form of an advisory meeting, working session or an advisory report. Your request determines the form of the advice. That is why we always conduct an intake interview regarding your request.	
<b>Purchase conditions</b>	<ul style="list-style-type: none"> <li>Your organization is part of one of the above target audiences.</li> <li>We conduct an intake interview with you to come to an agreed task description.</li> </ul>	
<b>Price</b>	<ul style="list-style-type: none"> <li>There are no costs connected to the metadata advice w.r.t. national archives.</li> <li>The Service Organisation of the National Archives will charge you the cost of the advice on the basis of the overall cost price, but only when more than four hours are required.</li> </ul>	

3.5.5 *Preservation advice*

Name		Preservation advice
<b>Definition</b>	Advising on the storage, management and accessibility of digital information objects, so that after their authenticity, integrity, reliability and usability are guaranteed, now and in the future.	
<b>Description</b>	The main goal of preservation is to ensure that access to the archive records is guaranteed, now and in the future. Both the authenticity and integrity of archive records are maintained.	

Preservation advice can relate to the outsourced and transferred information objects of archive creators, and to both national archives and other archives. Preservation advice for other archives can, for example, range from advising on the writing of a preservation policy, preparing a preservation strategy and making the preservation plans to the execution of preservation actions. The National Archives work on the basis of (inter) national standards and uses the knowledge that is developed in (international) networks. We also use our own preservation policy. Depending on the request, we can give advice in the form of an advisory meeting, workshop or written advice.

**Target audiences** (untranslated)

1. Rijksoverheidsorganisaties.
2. Regionaal Historische Centra.
3. Regionale en lokale overheidsorganisaties.

**Form**

We offer advice in the form of an advisory meeting, working session or an advisory report. Your request determines the form of the advice. That is why we always conduct an intake interview regarding your request.

**Purchase conditions**

- Your organization is part of one of the above target audiences.
- In case of a regional or local government organization, you have to partake in the Gemeenschappelijke Regeling ('Joint Agreement' in English) of a Regional Historical Center.
- We conduct an intake interview with you to come to an agreed task description.

**Price**

- There is no charge for advice on preservation of national archives.
- The Service Organisation of the National Archives will charge you the costs of the advice on preservation for non-national archives based on the basis of the overall cost price, but only when more than four hours are required.

### 3.6 Education

#### 3.6.1 Using the e-Depot

Name	Using the e-Depot
<b>Definition</b>	Courses and training programmes on how to manage digital information objects using the e-Depot. These are additional courses and training programmes. The basic training programme for using the e-Depot is provided when you start using the e-Depot, and will not be discussed here.
<b>Description</b>	<p>You can apply for additional courses and training programmes with the Service Organisation of the National Archives. These courses and training programmes may consist of the following:</p> <ol style="list-style-type: none"> <li>1. Training new employees <p>Trainers of the Service Organisation of the National Archives can educate new employees of Regional Historical Centers in the use of the e-Depot. This training is comparable to the basic training programme for using the e-Depot. This training is offered jointly to all Regional Historical Centers, on one or more occasions each year.</p> </li> <li>2. Refresher days <p>During refresher days, the trainers of the Service Organisation recapitulate the use of the e-Depot together with staff from the Regional Historical Centers, and will discuss the latest insights in working with the e-Depot. The trainers provide the opportunity to practice working with the e-Depot under supervision.</p> </li> <li>3. In-depth workshops <p>During the in-depth workshops, trainers from the Service Organisation will go deeper into subjects related to using the National Archives' e-Depot. The Regional Historical Centre that applies for the in-depth workshop may submit topics</p> </li> </ol>

for the in-depth workshops in consultation with the Service Organisation.

4. Individual guidance

Trainers from the Service Organisation can provide individual guidance to Regional Historical Centres staff in using the National Archives' e-Depot. For this purpose, the Service Organisation provides a 'strippenkaart' ('prepaid card' in English) that allows the user to purchase a defined amount of guidance.

**Target group**

Regional Historical Centres

**Form**

Group training, workshops or individual guidance.

**Purchase conditions**

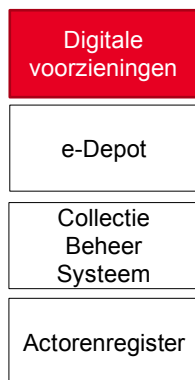
- Your organization is part of one of the above target audiences.
- We conduct an intake interview with you to come to an agreed task description.

**Price**

The Service Organisation of the National Archives charges the costs of education of new employees, refresher days, in-depth workshops and individual guidance on the basis of the overall cost price.

## 4 Digital facilities

This section presents the digital facilities offered by the National Archives' Service Organisation with its service *Providing digital facilities*. (3.3 Providing digital facilities). Regional Historical Centers can use these facilities to manage their digital information objects themselves. The Actors Register is also offered to third parties.



Translation of the above terms, reused in the following section headings:

- Digitale voorzieningen = digital facilities
- Collectie Beheer Systeem = Collection Management System
- Actorenregister = Registry of actors

#### 4.1 The e-Depot

Name	e-Depot
<b>Definition</b>	<p>The e-Depot is the digital facility with which digital information objects can be managed in a sustainable way. In order to be able to include digital information objects in the e-Depot, they must be exported from a source system.</p>
<b>Description</b>	<p>The e-Depot of the National Archives is based on the internationally accepted Open Archival Information System Reference Model and complies with applicable laws and regulations. It is a multi-tenant depot in which the ingest and storage, the management and the preservation of digital information objects, and the access to these information objects are provided by means of workflows. A tenant is the environment in the e-Depot in which an archive institution can manage its digital information objects. Each archive institution that manages digital information objects with the e-Depot has access to one or more tenants. The e-Depot has a connection with the Collection Management System (for the Regional Historical Centers and the National Archives) and with the SSC-ICT Zoek en Vind platform (for ministries). In addition, the e-Depot has interfaces for connections with the business and process support systems of legal caretakers. The e-Depot offers the server-side of CMIS and OAI-PMH as standard interfaces. With the help of OAI-PMH, metadata can be retrieved from the e-Depot. With the aid of CMIS, digital information objects can be retrieved from the e-Depot. You will have to take the measures yourself to process the receipt of the metadata and information objects on the client-side. These interfaces are only offered for retrieving (metadata of) outsourced information objects.</p> <p>The e-Depot supports the management of the manifestation-dependent metadata ('MAM') of information objects, for example the file format and the file size. The manifestation-independent metadata ('MOM') are managed in the Collection Management System.</p> <p>The e-Depot of the National Archives offers the following functions:</p> <ol style="list-style-type: none"> <li>1. Ingest of digital information objects</li> <li>2. Storage of digital information objects</li> <li>3. Data management</li> <li>4. Access to the stored digital information objects</li> <li>5. Preservation planning and action</li> <li>6. Administration</li> </ol> <p><i>Ingest</i></p> <p>The Ingest functionality ensures that information objects are stored in the e-Depot, so that they can be managed. Using ingest workflows, the administrator can place the supplied digital information objects in the e-Depot. The standard ingest workflow of the National Archives is used to achieve this. This functionality is flexible, easy to expand and can handle different source locations and metadata schemes.</p> <p><i>Storage</i></p> <p>The e-Depot of the NA offers opportunities to store digital information objects in a sustainable manner. The information objects are available after the ingest. The stored digital information objects are protected in such a way that only authorized employees have access to them. The relationship between the digital information objects and the metadata is technically maintained. The Service Organisation ensures that there is always sufficient scalable storage capacity available.</p> <p>All originally ingested manifestations of digital information objects are always saved. This is also the case if, later on, after the ingest in the e-Depot of the NA, a workflow is executed and a second version is created (in a different file format) next to the originally ingested file. The complete change history of metadata and files is kept. Files are saved twice. In addition, a backup is provided.</p> <p><i>Data management</i></p> <p>Data management concerns the functionality for managing the contents of the archive. In the e-Depot of the National Archives, tools and workflows are offered for the management of the data. This makes it possible to change metadata.</p>

<p><b>Access</b></p> <p>The e-Depot offers the facilities to allow authorized employees to access the stored digital information objects and also to provide the public with access to these information objects. Web components with functionalities for searching, finding, displaying and viewing digital information objects support public access to these information objects. You can incorporate these web components into your own website. The web components relate to access to transferred information objects.</p> <p><i>Preservation planning and execution</i></p> <p>The main goal of preservation is to ensure that we can guarantee access to digital information objects now and in the future. Both the authenticity and the integrity of the information object are maintained.</p> <p>We distinguish passive and active preservation. The passive preservation means that in the e-Depot of the National Archives integrity checks are carried out in the background, looking for missing and/or corrupt files. This is part of the preservation watch in the e-Depot.</p> <p>Active preservation means all measures that ensure that information objects remain legible or are converted into formats that are usable at that moment. For active preservation, the e-Depot of the National Archives has various standard tools that are necessary for carrying out preservation actions. This includes standard migration and characterization tools and a registry with technical information about file formats and the hardware and software required to read them. The Service Organisation uses the standard preservation workflow of the National Archives for preservation activities.</p> <p><i>Administration.</i></p> <p>This functionality contains all the tools that are needed to successfully manage the e-Depot of the National Archives. Within the administration function the xml-schemes, xml transformations, xml-templates, transfer agreements and workflows are managed. The user rights can also be set here and reports can be compiled. Use is made of the standard reports that the Service Organisation offers.</p>
<p><b>Target audience</b></p> <ul style="list-style-type: none"> <li>• Regional Historical Centres</li> <li>• National Archives</li> </ul>
<p><b>Purchase conditions</b></p> <ul style="list-style-type: none"> <li>• Your organization is part of one of the above target audiences.</li> <li>• You are using the e-Depot for sustainable access to digital information objects of participants in the Gemeenschappelijke Regeling ('Joint Agreement' in English).</li> <li>• You are using the e-Depot for sustainable access to transferred digital information objects, based on the regulations of the Public Records Act ('Archiefwet' in Dutch).</li> <li>• You assign a contact in your organization who, in the daily use of the e-Depot, is tasked with the communication and coordination of your organization with the Service Organisation of the National Archives. Your organization's staff members therefore never contact the Service Organisation's service desk directly, but only through the contact in your organization.</li> </ul>
<p><b>Price</b></p> <p>For the use of the e-Depot, the Service Organisation charges a fixed fee based on a price per terabyte. Storage in terabytes is the basis for the settlement per RHC.</p>

#### 4.2 Collection Management System

Name	Collection Management System
<b>Definition</b>	The Collection Management System supports the collection management processes of the National Archives and the Regional Historical Centers who use this system.
<b>Description</b>	The Collection Management System provides for the management of the overall collection of participating Archive

Institutions, including the following types of collections: archive, library, maps, photographs, drawings and other images, museum objects and audio-visual information.

With the Collection Management System, the customer can manage the manifestation-independent metadata (MOM) of collections. Manifestation-independent metadata is metadata that does not depend on the appearance (paper, microfilm, digital or otherwise). These are, for example, data such as title, date, history of archiving. In addition, with the Collection Management System, the Manifestation dependent metadata (MAM) associated with the physical manifestations of the collections can be managed.

The Collection Management System also supports the import and export of inventories and descriptions. It is suitable for paper archives, scanned and digitally-born archival documents. The Collection Management System also supports:

- the visitor registration
- lending registration and reservations
- scanning on demand.
- the logistical processes associated with the management of the collections.
- creating and managing added entries or other data that improve searchability and access to parts of the collections.
- physical depot management.

The Collection Management System can be used for transferred information objects. It is not used for outsourced information objects.

The Collection Management System is a multi-tenant system, just like the e-Depot. A tenant is the environment in the Collection Management System in which an archive institution can manage its digital information objects. Each archive institution that manages information objects with the Collection Management System has access to one or more tenants.

The Collection Management System can be linked to other applications using standard interfaces and standardized exchange formats (e.g. portals, websites and mobile applications). The Collection Management System provides links

- with the e-Depot in which the storage of digital material (both Digital Born and digitized) takes place.
- with the Customer Relationship Management system of the National Archives.
- for the benefit of aggregators and other components that must use the information from the Collection Management System.

In addition, there is the possibility for references to core registries ('kernregistraties' in Dutch).

#### **Target audience**

- Regional Historical Centres
- National Archives

#### **Purchase conditions**

- Your organization is part of one of the above target audiences.
- You are using the digital facility (Collection Management System) for sustainable access to digital information objects of participants in the Gemeenschappelijke Regeling ('Joint Agreement' in English).
- You are using the digital facility (Collection Management System) for sustainable access to transferred digital information objects, based on the regulations of the Public Records Act ('Archiefwet' in Dutch).
- Your organisation uses the digital facility e-Depot for the management of your digital information objects.
- You are responsible for data entry and management of your data.
- You ensure that a collection manager is available. S/he is also the point of contact for the Service Organisation of the National Archives.

#### **Price**

- There are no costs attached to the use of the Collection Management System (given the above conditions).

### 4.3 Registry of actors

<b>Name</b>	<b>Actors Registry</b>
<b>Definition</b> The digital facility in which records creators are documented in a central location.	
<b>Description</b> The Actors Registry is a digital facility in which archive creators are centrally registered. This data is made available to users via a central facility. The Actors Registry arises from a collaboration between the National Archives and Doc-Direkt. In the Actors Registry, information about organizations, individuals and families that have formed archives (actors) is described according to ISAAR (CPF). These are actors such as the central government, local government and private organizations and individuals. This information can be consulted via <a href="https://actorenregister.nationaalarchief.nl/">https://actorenregister.nationaalarchief.nl/</a> and can be used during the preparation of archival processing plans and the preparation of inventories. The record in a collection management system of an archive institution can also refer to a record in the Actors Registry. The input of data in the Actors Registry can be performed by archival organisations. The Actors Registry can be consulted by everyone.	
<b>Target audience</b>	<ul style="list-style-type: none"> <li>• Regional Historical Centres</li> </ul>
<b>Purchase conditions</b>	<ul style="list-style-type: none"> <li>• You are responsible for the data entry and management of the data from your own organization.</li> <li>• You enter data according to the ISAAR (CPF)</li> <li>• Your organization ensures the availability of two roles – a collection manager and an editor.</li> <li>• You ensure representation in the functional user meeting (data quality work group).</li> </ul>
<b>Price</b>	The costs and settlement for the use of the Actors Registry are not yet known.

## 5 KNOWLEDGE PRODUCTS

This section presents the knowledge products provided by the National Archives' Service Organisation with its service *Making knowledge products available*.

Kennisproducten	
DUTO-richtlijnen	Handreiking vervanging archiefbescheiden
TMLO	Handreiking voorkeursformaten Nationaal Archief
Handreiking Waardering en Selectie (Belangen in Balans)	NORA Categorie Duurzaamheid
Hotspot monitor (Belangen in Balans)	MARA

Translation of the above terms, reused in the following section headings:

- Kennisproducten = knowledge products
- DUTO-richtlijnen = DUTO guidelines
- Handreiking Waardering en Selectie (Belangen in Balans) = Guide to Appraisal and Selection (Balanced Interests)
- Handreiking vervanging archiefbescheiden = Guide to Replacing Archive Records
- Handreiking voorkeursformaten Nationaal Archief = Guide to the National Archives' Preferred Formats
- NORA Categorie Duurzaamheid = NORA Sustainable Accessibility Category

## 5.1 DUTO guidelines

Name	DUTO guidelines
<b>Definition</b>	A standard programme of quality requirements for sustainable access to government information.
<b>Description</b>	<p>DUTO (Sustainable Accessibility to Government Information, 'Duurzame Toegankelijkheid van Overheidsinformatie' in Dutch) is a standard programme of quality requirements for the sustainable access to government information. The requirements deal with the contents of public-sector information and the functionality to gain access to public-sector information. The DUTO requirements help government bodies determine which measures to take to make the digital information they receive and create accessible in a sustainable manner. DUTO is intended for all information professionals involved in the structuring or restructuring of work processes and the applications used in them.</p> <p>DUTO's objective is the following: all government bodies have established verifiable requirements for the sustainable accessibility of all digital information that is created and received in the performance of their work. These requirements are preserved in the design or redesign of their work processes and the applications used in them. In this respect, establishing and preserving the requirements is part of the existing processes for information management, in and across government bodies.</p> <p>The intended outcome of DUTO is that all government information is accessible in a sustainable way, because government bodies will make deliberate decisions in their information management.</p> <p>To achieve objective and outcome, DUTO offers a standard list of requirements for sustainable accessibility of government information. Based on these requirements, individual government bodies can determine their own requirements. By proceeding from these standard requirements, a government body is able to save having to draw up its own requirements. Furthermore, less consultation is required with stakeholders outside the own organization, such as other government bodies and suppliers, as DUTO's standard requirements already provide a joint frame of reference.</p> <p>DUTO is intended for all information professionals involved in the design or redesign of work processes and the applications used.</p>

## 5.2 TMLO

Name	TMLO
<b>Definition</b>	TMLO (Application profile Metadata Local Authorities, 'Toepassingsprofiel Metagegevens Lokale Overheden' in Dutch) describes the metadata to be established by local authorities (and their implementing partners) of information (sets) for their sustainable accessibility.
<b>Description</b>	<p>Public-sector organizations are obliged under the Archive Regulation based on NEN-ISO 23081 to establish an overview in which they indicate which metadata is required as a minimum for their own organization and how it is recorded. Practical reference points for local authorities are set down in the TMLO.</p> <p>The TMLO can be used as a model for a profile that can be individually established by any legal caretaker and specifically adapted to its own organization. In doing so, it contributes to the standardization of metadata by authorities. This is important, because standardization is the only way to realize an effortless exchange of information between public-sector organizations.</p> <p>Each legal caretaker is intended to determine its own, organization-specific application profile. When drawing up this profile, a choice must be made from the elements on the list, whereby the freedom is limited to the appraisal scheme set down in the profile.</p> <p>The TMLO is intended for government organizations (including archive institutions) and system providers (Document Management Systems, other information systems)</p>

## 5.3 Guide to Appraisal and Selection

Name	Guide to Appraisal and Selection (Balanced Interests)
<b>Definition</b>	A handbook to assess archive records for appraisal. The guide is also known as Balanced Interests ('Belangen in Balans' in Dutch).
<b>Description</b>	<p>Appraisal is increasingly becoming a continuous process that touches on all aspects of information and records management. The aim of this comprehensive appraisal is to emphasize and monitor the correlation between decisions in information and records management on the one hand and the work processes on the other. Selection implies actually assigning appraisal decisions to the archive records. The objective of appraisal and selection is that archive records are available for as long as necessary for business operations and accountability, and that they are destroyed as soon as their significance has expired or because of a fundamental necessity. Furthermore, archive records that qualify for permanent storage and subsequent transfer to the National Archives or a Regional Historical Centre are identified.</p> <p>The guide is a handbook to assess archival records for appraisal. It is based on requirements under existing legislation and regulations, opinions from research and pilots. The guide describes appraisal and selection in the digital age.</p> <p>It is aimed at information professionals at departments (including services and agencies) - information advisers, architects, designers, controllers, inspectors and auditors. An indirect target group is formed by administrators and managers responsible for the appraisal, selection and destruction of archive records.</p>

## 5.4 Hotspot monitor

Name	Hotspot monitor (Balanced Interests)
<b>Definition</b>	The hotspot monitor identifies events and issues in society that require archive records to be assigned for permanent preservation. The Hotspot monitor is part of Balanced Interests ('Belangen in Balans' in Dutch).

**Description**

A hotspot is an event or issue that leads to a remarkable or intensive interaction between government and citizens or between citizens. It is about matters that cause a lot of social turmoil. The purpose of the periodic hotspot monitor is to ensure that the information objects that relate to hotspots in society are designated for permanent preservation. The hotspot monitor results in the identification and selection of information objects that need to be preserved permanently.

The hotspot monitor is one of the three instruments that are described in the Guide to Appraisal and Selection (Balanced Interests). The hotspot monitor can be used separately, but also in combination with the other instruments in the Guide to Appraisal and Selection.

The hotspot monitor is intended for ministries, including service organisations and agencies.

**5.5 Guide to Replacing Archive Records****Name Guide to Replacing Archive Records****Definition**

The Guide to Replacing Archive Records is aimed at replacing original paper documents with digital reproductions.

**Description**

Authorities are fully competent and responsible for replacing paper archival records with digital reproductions. Replacement is an irreversible process and therefore the quality of the reproductions is crucial. Preparation, design and implementation of the process of replacement are complex and require careful consideration within the framework of the Public Records Act and related regulations. The Guide provides guidance in the execution of the competencies and the fulfilment of the responsibilities. The Guide describes step-by-step which considerations the replacement process requires and how these must be recorded and justified. The guide is intended for decision-makers, managers, policy officers and executives in the field of information management that are dealing with (implementing and executing) replacement (in their organization).

The guide is intended for all government organizations (including archive institutions).

**5.6 Guide to the National Archives' Preferred Formats****Name Guide to the National Archives' Preferred Formats****Definition**

This guide provides an overview and substantiation of the way in which the National Archives wishes to handle the issue of preferred formats.

**Description**

This guide is intended to provide starting points for legal caretakers, so that from an early stage - as early as setting up the systems in which the digital archive will be created - the National Archives' preferred formats can be taken into consideration and so that choices can be made for the sustainability of government information. The guide and other components jointly make up the elaboration of the preservation policy, which describes the overall preservation policy of the National Archives. This document can be used for archives already formed to determine which actions are necessary to improve the sustainability of the already formed archive, and how to properly transfer the archive to the National Archives. It can also be used by other archival institutions as reference or as input for their own policy.

The guide is intended for all government organizations (including archive institutions).

**5.7 NORA Sustainability Category****Name NORA Sustainable Accessibility Category**

<p><b>Definition</b></p> <p>This part of NORA (Dutch Government Reference Architecture, ‘Nederlandse Overheids Referentie Architectuur’ in Dutch) provides access to the standards and policy frameworks for sustainable accessibility.</p>
<p><b>Description</b></p> <p>NORA comprises frameworks and existing agreements regarding the structure of the Dutch government’s information management. Putting these facilities in place within those frameworks and agreements ensures that they combine well with other facilities and that existing solutions are thoroughly reused.</p> <p>The Sustainable Accessibility category provides access to existing standards and policy frameworks for sustainable accessibility. The National Archives manages the Sustainable Accessibility Category.</p> <p>The guide is intended for all government organizations (including archive institutions).</p>

## 5.8 Model Architecture National Archive institutions

<p><b>Name</b></p> <p><b>Model Architecture National archive institutions (MARA)</b></p>
<p><b>Definition</b></p> <p>The reference architecture (‘Model Architectuur Rijks Archiefinstellingen’ in Dutch) offers the vision on record-keeping shared by the National Archives and the Regional Historical Centres. It provides an assessment framework to determine what is required in projects to achieve that vision.</p>
<p><b>Description</b></p> <p>The MARA is a reference architecture for digital record-keeping. The architecture provides a reference for:</p> <ul style="list-style-type: none"> <li>• services</li> <li>• operational processes</li> <li>• information</li> <li>• technical infrastructure</li> <li>• security</li> </ul> <p>MARA comprises a vision shared by the National Archives and the Regional Historical Centres. MARA is one of the domains in the Dutch Government Reference Architecture (NORA).</p> <p>MARA is intended for:</p> <ul style="list-style-type: none"> <li>• the management of National Archives and Regional Historical Centres who want a framework for change management.</li> <li>• programme and project leaders from the National Archives and Regional Historical Centres who implement changes.</li> <li>• architects, project architects or information analysts who work out specific topics in greater detail.</li> <li>• others interested in the vision of the National Archives and the Regional Historical Centres, and the way in which this architecture is helping to shape it.</li> </ul>

## 6 More information and requesting a service

You can request a service from this Products and Services Catalogue at the Contact Center of the Service Organisation. After your request has been received and processed, one of our account managers will contact you to process your application with you. There is an exception for asking knowledge questions and purchasing knowledge products. Knowledge questions can be submitted directly to the Contact Center. Knowledge products are made available via the website of the National Archives.

The Service Organisation of the National Archives and the Regional Historical Centers work together in the digital archiving services. The Regional Historical Centers provide digital archiving services to governments in their province. If you want to request an advisory service from this Products and Services Catalogue and you do this on behalf of a regional or local archival institution, or a regional or local government organization, you can do this directly at the Regional Historical Center in your province or via the Contact Center of the Service Organisation.

You can also contact the Service Center Contact Center for further information about the services from this Products and Services Catalogue.

Mail: [contact@nationaalarchief.nl](mailto:contact@nationaalarchief.nl)

Telephone: 070-3315460 (Monday to Friday from 9: 00-17: 00).

## 7 Terms

Archive creator	The organization, family or person who created, collected or managed digital information objects as part of their organizational or personal activities.
Checksum	The numeric result of a calculation in which the physical contents of a file are used to identify that file in a unique way. If the file changes, the checksum also changes. Checksums are used to check the integrity of stored archive records.
Data management	Management of archive records.
Ingest	The process by which a set of digital archive documents (including corresponding substantial and technical metadata) is checked and after approval is included and registered in the e-Depot.
Characterization	Tracing the exact file format and version of an information object by examining its characteristics (the signature).
Manifestation-Dependent Metadata	Manifestation-Dependent Metadata ('Manifestatie-Afhankelijke Metadata' or MAM, in Dutch) is metadata that depends on the physical manifestation (paper, microfilm, digital or otherwise) of the information objects, such as file format or file size.
Manifestation-Independent Metadata	Manifestation-Independent metadata ('Manifestatie-Onafhankelijke Metadata' or MOM in Dutch) is metadata that does not depend on the physical manifestation (paper, microfilm, digital or otherwise) of the information objects, such as title, date and history of archiving.
Metadata	Information about information. Information that is crucial to reliable records management. Archival metadata relates to archival documents (context, content and structure as well as their management over time). It records status, format and location and it also documents the activities of the archive system. Archival metadata is partly derived from the work processes in which the documents fulfilled their role and is partly created by the archival processes.
Metadata schema	A description of the structure and meaning of the metadata of an information object.
Non-national archives	Archives set up by organizations that do not belong to the national, i.e. central, government, such as provinces, municipalities and water boards.
OAIS	Open Archival Information System Reference Model. A reference model that defines the framework, procedures, functions and actors for archiving digital objects.
Transferred archives	Archival records that qualify for permanent preservation are transferred to a repository in accordance with the Public Records Act. Whether archive records qualify for permanent preservation is determined on the basis of the retention schedule established on the recommendation of the Minister of Education, Culture and Science. At the moment of transfer of information objects, not only their location changes, but also the responsibilities and the openness regime.
Preservation	The whole of activities aimed at the care for the technological and intellectual preservation of archive documents. Preservation comprises activities such as storage, safe-keeping, conservation, restoration, conversion and migration.
Registry	Within the context of the e-Depot this is taken to mean the list of file formats, software packages and migration paths used in the e-Depot.
National archives	Archives that are set up by organizations within central government, such as ministries, high councils of state, executive agencies and a number of inspection services.
SIP	Submission Information Package. A collection of digital archive records that is submitted by the legal caretaker with the intention to store it in the e-Depot.
Tenant	A logically demarcated area in the e-Depot where the customer of the e-Depot may

	store, manage and open up archive records himself, for example with his own authorizations and workflows.
Outsourced information objects	Outsourced information objects are the information objects of a legal caretaker which are younger than twenty years and which do not yet need to be transferred to a repository, but whose management is transferred to another party without change to the legal caretakership and responsibility for the information objects. In the context of this Products and Services Catalogue, it means that the departments outsource the records management of their information objects to the Service Organisation of the National Archives (in the case of the central government) or a Regional Historical Centre (for provincial government organizations) , but they themselves remain responsible for these information objects.
Viewer	All software with which the information in an information object can be consulted in such a way that this information is presented in the authentic form.
Workflow	A correlated group of activities that performs a specific functionality (e.g. the ingest of an archive record). These activities may be computerized or may require human action.
XML schema	A language used to describe the structure of XML documents. In XML schema, it is possible to make schemas for XML documents with which these documents are formally specified.
Legal caretaker	Official or organization tasked with the care for an information objects. Legal caretakers are responsible for setting up and managing the administrative files and archives that support the public duties they have been tasked with.