

DIGITIZATION PROTOCOL

Introduction

The City Government of Davao, thru the City Archives and Records Center (CARC), is currently implementing a City Records Management Improvement Program (CRMIP) in compliance with Republic Act No. 9470.

One of its components, the "Digitization Project," aims to convert all City records to electronic copies thru scanning, for eventual storage in a Central Server and Database where it can be accessed faster by authorized City officials and employees, who can also make these available to the general public as certified copies.

Once scanned, the digitized records can then serve as main reference for City operations and transactions, as well as for its clients. (Its hard copies will be left untouched, well preserved and secure in the City Archives, instead of progressively deteriorating from continuously changing hands and exposure to dirt, dust and moisture.)

As such, scanning parameters must be well established to ensure that digitized records are faithful, clear, and complete reproduction of its original physical copies. This Protocol is being issued therefore to serve as guidelines for City Departments/Offices, employees, and all others involved, whether directly or indirectly, in the digitization process.

Rules and Procedure

Section 1. Records to be scanned. - All of the following records kept by the different Departments/Offices in the City Government of Davao must be scanned:

- 1.1 First Priority - Permanent Records, from the oldest to the most recent;
- 1.2 Second Priority - Active Records up to June 30, 2017 with a retention period of at least five (5) years, from the earliest to the oldest; and
- 1.3 Third Priority - Other Records necessary for operations, as may be determined by the Department Head/Chief of Office concerned upon recommendation of the Records Officer/Records Custodian and/or Administrative Officer, from the most recent to the oldest.

Section 2. Incharge of Scanning. –

- (a) the Records Officer or, in the absence of a Records Officer, the Administrative Officer, shall take full charge of and be accountable for the scanning process in each Department/Office; and
- (b) the CARC shall take full charge of and be accountable for scanning if undertaken by a contracted supplier, regardless of wherever the scanning will take place and for whichever Department/Office.

Section 3. Scanning Procedure - the following procedure shall be strictly adhered to in the scanning process:

A. IN-HOUSE SCANNING - when scanning is to be done by the Department/Office concerned:

(a) Pre-scanning requirements. – Prior to any scanning activity,

(a1) the scanning equipment shall be inspected and jointly approved and tagged for use by the City Information Technology Center (CITC) and CARC;

(a2) the person/s who will actually operate the scanning equipment and undertake the scanning of records must be issued an official designation for such task as "Scanning Operator" and must undergo training with CARC; and

(a3) a scanning area must be duly designated for the purpose and approved and tagged by CARC, which shall be off-limits to unauthorized persons and the public. A notice to this effect and the names of the designated scanners must be prominently posted on the door of the said scanning area.

The scanning operators shall don white over-alls when inside the scanning area to protect the records and equipment kept therein. The area will also serve as temporary repository of records in line for scanning and those which have already been scanned but not yet turned over to CARC, so every effort must be put forth to keep it clean and secure at all times.

(b) Records identification - Potential records for scanning must first be identified following Section 1 and listed down using the Scanning List template in **Annex "A."** The List shall be prepared and certified by the Records Officers and countersigned by the Administrative Officer concerned.

(c) Records Grooming. – Records in the Scanning List, shall undergo grooming prior to actual scanning.

Grooming means preparing the records to ensure that scanning proceeds smoothly and uninterrupted. This shall include: (a) separating pages of each record which are bound by fasteners, clips, binders, etc., (b) straightening and repairing of edges, crumpled/folded/torn portions of each page known as "elephant ears," (c) removing duplicates or same pages to avoid double scanning and removing notes and other paper, unless these are directly related to the record where they are attached.

Grooming shall also include separating records which, due to the state of its paper, faded printing impression, and some other

similar factors which render these no longer legible or may suffer further damage if scanned in its original condition. Such records must first be transcribed in accordance with item (f) below.

- (d) Scanning in batches. - Scanning shall be done in batches of up to 100 records each. After a batch is completed, the scanned records shall be restored to their original sets and order and immediately transferred to the City Archives and Records Center (CARC) together with its digital copies and Scanning List/s.
- (e) Digital Signature. - Electronic copies of scanned records shall be digitally signed by the Department/Office Records Officer/Administrative Officer as proof of authentication. The CARC representative will affix a second digital signature to lock the records after verification of the digital copies against their physical counterparts.
- (f) Quality Control. - The Scanning Operator shall ensure that scanned records are clear, true and complete copies of their originals. Otherwise, records which could no longer convert to such digital copies shall first be transcribed, re-typed or re-written and then scanned. The scanned copy of the transcription shall contain the following notation, to be signed by whoever prepared the transcription, countersigned by the Records Officer, and attached to the scanned original copy:

"this is a digital copy of a transcription of the original record, which has become illegible and can no longer produce a clear scanned copy"

- (g) Storage. - Files of digitized records shall be temporarily contained in an appropriate storage media, as approved jointly by CARC and CITC, to be kept by the Department/Office, until such time that the hard copies of the digitized records will be turned over to the CARC and the files also transferred to the City's Central Server.

No digitized files may be deleted from such storage media, unless approved and undertaken by CARC, who shall also be responsible for officially documenting any and all deletions done.

B. OUT-SOURCED SCANNING - when scanning is to be done thru a contracted service provider:

- (a) Records identification - Potential records for scanning must first be identified following Section 1 and listed down using the Scanning List template in Annex "A." The Scanning List, which shall be prepared and certified by the Records Officer and noted by the Department/Office Head, shall be submitted to CARC for review and inclusion in the Scanning Waitlist.
- (b) Records Grooming. - Upon notification from CARC, the Department/Office concerned shall then retrieve their records

and undertake the grooming process as explained in Section 3.A(c) above.

- (c) Scanning in batches. – Groomed records shall be grouped in batches of up to 100 each and then turned over to the CARC for scanning. These records shall no longer be returned but will be kept by and stored in the CARC, who will determine and undertake its eventual disposition. Its originating Department/Office can access the digitized copies of these records from the City's Central Server.
- (d) Digital Signature. – Electronic copies of scanned records shall be digitally signed by the CARC Scanning Officer as proof of authentication.
- (e) Quality Control. - The CARC Scanning Officer shall ensure that scanned records are clear, true and complete copies of their originals. He must make sure that digitized copies of transcribed records carry the following certification from the Records Officer of the Department/Office concerned:

"this is a digital copy of a transcription of the original record, which has become illegible and can no longer produce a clear scanned copy"
- (f) Storage. - Files of records digitized at the CARC shall be stored at the City's Central Server, from where these can be accessed by its originating Department/Office.

Section 4. Disposition of Scanned Records. – All scanned records shall be turned over to CARC, who will determine and undertake its final disposition, subject to the approval of the National Archives of the Philippines (NAP) as provided under Republic Act No. 9470.

In the disposition of records, there shall be no distinction as to its nature, whether digital or physical, in reckoning and complying with its authorized retention period.

Section 5. Records already scanned prior to the issuance of this Protocol and deemed acceptable, as qualified by CARC, shall be given preference for immediate transfer to CARC. The transfer, which shall be in batches of up to 100 records each, shall be duly supported with:

- (a) A list of the scanned records, using the template in Annex "A;" and
- (b) The digital file of the scanned records.

The Scanning Operator of the Department/Office shall ensure that scanned records are clear, true and complete copies of their originals.

Section 6. Certified copies of digital records. - Digitized copies of City records shall be deemed as exact equivalent of, or one and the same as, its manual copies and may be made available to any party by CARC or its source

Department/Office, provided that the purpose is reasonable and legitimate and upon written request and payment of corresponding fee.

Section 7. This Protocol shall be integrated to form part of the City Records Operations Manual.

Section 8. Any questions or issues pertaining to this Protocol shall be raised to the City Records Management Improvement Committee (CRMIC), thru the CARC, for resolution.

Section 9. This Protocol shall take effect after approval of the City Mayor, upon recommendation of the CRMIC.

RECOMMENDING APPROVAL:

THE CITY RECORDS MANAGEMENT IMPROVEMENT COMMITTEE

City Government of Davao

Per Resolution No. _____, dated August ____, 2017

ATTY. ZULEIKA T. LOPEZ

City Administrator/CHAIRPERSON

MEMBERS

ATTY. OSMUNDO P. VILLANUEVA

Acting City Legal Officer

MR. ERWIN P. ALPARAQUE

Human Resource Management Officer

ATTY. TRISTAN DWIGHT P. DOMINGO

Ass't. City Administrator (Adm.)

MS. CHARITO N. SANTOS

Secretary to the
Sangguniang Panlungsod

MS. ANN VICTORIA G. SILVOSA

City Gov't. Ass't. Dep't. Head II/
Special Projects Officer/CARC Overseer

APPROVED

By Authority of the City Mayor per Executive
Order No. 6 dated August 1, 2016:

ATTY. ZULEIKA T. LOPEZ

City Administrator
