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Regulatory Compliance for Australian Government Agencies

Retain Unified Archiving at a Glance:
Retain Unified Archiving provides unified archiving of all business communication including email, social media, and mobile communication data for case assessment, search, and NetIQ eDiscovery. It can be deployed on-premises or in the cloud.

Australian Government agencies must comply with regulations and guidelines for archiving and retaining electronic communication. Compliance with these regulations will help your organization avoid fines, sanctions, and other penalties, as well as avoid the risks involved with email, social media, and mobile messaging misuse.

Here is a listing of important Regulations and Guidelines for Governmental Agencies:

Archives Act of 1983
Email you create or receive as part of Australian Government business are Commonwealth records. You must manage email according to the Archives Act 1983. However, not all email contains business information and does not need to be saved. Some business information has little value or is useful only for a short time. Under the Australian Government Digital Transition Policy, you should manage digital information, including email, in digital formats. This means that you should not print and store email on paper files. You should store business email in a system that can manage it effectively for as long as it is needed.

Public Records Act 2002
Public records are the corporate memory of Government. They provide evidence of actions, decisions, and communications and are the cornerstone of Government accountability. The objectives of the Public Records Act 2002 are to facilitate the documentation, management, and preservation of Government business through full and accurate records, irrespective of the technological or administrative environment in which Government business is conducted or the custodial arrangements for public records. The Act also provides the legislative framework for Queensland State Archives to establish policies, standards, and practices reflecting national and international best practice in recordkeeping. The Act complements the requirements of the Electronic Transactions (Queensland) Act 2001 for producing, recording, retaining, and providing access to records generated in the course of electronic communications.

The Freedom of Information Act 1982 (FOI Act)

This legislation gives any person the right to access copies of nonexempt documents; ask for information governments hold about you to be changed or annotated if it is incomplete, out of date, incorrect, or misleading; and seek a review of the decision not to allow you access to a document or not to amend your personal record.

Retention and Disposal of Public Records—Information Standard IS31

The Public Records Act 2002 (the Act) prohibits the disposal of public records without the permission of the State Archivist. The primary purpose of this Information Standard, which is managed and administered by Queensland State Archives, is to help public authorities meet their recordkeeping obligations under the Act. Public authorities must ensure that records are appraised and retained according to accountability, legal, administrative, financial, research, and community requirements and expectations. Those public records deemed to be of continuing value need to be identified and retained in a useable form for a minimum period as specified in an approved Retention and Disposal Schedule.

RETENTION OF PUBLIC RECORDS

Public authorities are required to manage and preserve records to ensure they are accessible and unalterable for their required retention period. For records in electronic formats, this may involve migrating records to new formats or maintaining basic technical infrastructure to support records that remain in decommissioned business systems.

Electronic Transactions (Queensland) Act 2001

This Act states that electronic transactions for commerce are as valid as hard copy transactions. Electronic transactions must be retained and stored in a format that can be easily reproduced. This Act binds all persons, including the State and—so far as the legislative power of the Parliament permits—the Commonwealth and the other States of Australia.

SECT 16: Requirement to produce document: A person is required to produce a document by an electronic communication, an electronic form of the document in the circumstances that when the communication was sent

SECT 21: Keeping electronic communications: the Act is in line with the Commonwealth's Electronic Transactions Act 1999, with Queensland joining the move towards a uniform national legislative regime for e-commerce. The regime is intended to facilitate electronic transactions and encourage innovation in the information economy.

Essential features of the Act include the following:

- A transaction is not invalid under State law merely because it took place by one or more electronic communications.
- Certain requirements imposed under State law can generally be met in electronic form. These requirements are to give information in writing, to provide a signature, to produce a document, to record information, and to keep a document.
- For a State law, provision is made for determining the time and place of the dispatch and receipt of an electronic communication.

The Act also recognizes the use of electronic signatures but does not mandate the type of electronic signature system that is legally valid.

How Does Retain Unified Archiving Address Regulatory Concerns within Government?

OpenText™ Retain Unified Archiving provides multi-platform unified message archiving of all email, social media, and mobile communication data for case assessment, search, and NetIQ eDiscovery by OpenText™ and can be deployed on-premises or in the cloud. The Retain Unified Archiving's archive is accessible by end users and administrators directly through Retain Unified Archiving's Web Access Archive Viewer. This enables your organization to quickly access, search, and audit archived communication data. Easily place litigation holds, print, forward, save, redact, and export your message data. Retain Unified Archiving reduces cost, mitigates risk, and manages complexity on-premises or in the cloud.

Choose Retain Unified Archiving and experience a better approach to archiving:

Multi-Platform Unified Archiving: All messaging data, including email, social media, and mobile, is archived into one unified data archive. This gives you the ability to search, publish, and perform NetIQ eDiscovery from one central location.

Flexible Archive Access: Retain Unified Archiving can be browsed and searched directly from multiple access points, including the end-user email client, the Retain Unified Archiving mobile app, the browser-based web access client, and the Offline Archive Viewer. Plus, archived data can be exported to a portable stand-alone archive viewer.

Policy-Based Unified Archiving: Retain Unified Archiving provides fully configurable policies that allow you to define the specific email, mobile, and social media communication data you want to archive. These policies allow you to define what is archived based on mailbox type, message source, item type, message status, the age of the message, and attachments. You can also filter by folder and attachment type. In addition, Retain Unified Archiving has the ability to implement retention policies for all archived data.

Social Media Archiving and Oversight: Retain Social provides archiving, monitoring, and data insights. This enables organizations to perform NetIQ eDiscovery, review messages in context, and help determine the tone of all posts and pictures for Facebook, Twitter, LinkedIn, Instagram, Flickr, Pinterest, and Google+. Plus, you get archiving for all YouTube and Vimeo videos and comments.

Compliance and Control: OpenText™ GroupWise, Gmail, Exchange, and Office 365 programs allow auto purge and automatic deletion of messages by the end-user—and without prior approval by an administrator. To assure that no messages are deleted or purged without the knowledge of decision makers, Retain Email can be configured to disable auto-purge and support SmartPurge. This provides total archive policy control by prohibiting message alteration or deletion. These features help ensure archived data is complete and compliant.

Web Access Archive Viewer: Only Retain Unified Archiving offers an easy-to-use, browser-based interface with powerful search tools that let you quickly access, search, and perform NetIQ eDiscovery on the archive.

Complete Export Functionality: Export the data easily into either PST, PDF, or stand-alone archive viewer formats. The exported file is fully indexed, searchable, and includes a table of contents for quick browsing.

Built-In Search and Browsing of Archived Data: Retain Unified Archiving features a "Google" like search tool for quick and easy searches across all electronic communication data within one central archive. This removes the need to search multiple archives or vendor systems for each message type. The tool returns instant results as a user types in information and includes suggestions for searches as the search terms are entered into the system (including subject, body, text, email address, tags, users, and other fields). The tool also supports limited regular expressions (REGEX) terms, allowing searches for terms such as social security numbers, credit card, and others. Furthermore, the search tool removes duplicate records from the search, reducing the number of hits for a specific search. Retain Unified Archiving also provides Advanced Search Feature technology to search and take action and conduct NetIQ eDiscovery activities across connected datasets not held within the archive repository. The search wizard allows for the creation of exact search criteria.

Messaging Threading: Social Media Messages are archived in their original message string, allowing messages to be easily searched and viewed in their original context.

Redaction Control: Exported data can be redacted, ensuring that personal information or other redacted items do not become part of the open records request.

Litigation Hold: To protect email that may potentially be involved in future litigation, Retain Unified Archiving can flag an archived item to protect it from deletion or actions until the hold is removed.

Audit Trail: Retain Unified Archiving creates a searchable audit trail of all administrators and users who have permission to search the archive, enabling you to have a record of all activity.

Smart, Confidential, and Rule-Based Tagging: Administrators and end users can create custom tags for messages within the archive. Auditors, administrators, and other authorized users can mark archived messages as confidential. These marked messages can only be viewed or searched by users with granted rights. And messages can be marked as confidential or tagged while being archived according to set criteria, including regular expressions. These tags are searchable for easier NetIQ eDiscovery.

Configurable Permissions: Use the Access Control list to grant users, administrators, or others access to the features and functionality of the Retain Unified Archiving system, based on the roles you set.

End-User Mailbox Management: Easily search and restore data with the Retain Unified Archiving Web Access Archive Viewer. Give end users the ability to search, forward, print, restore, access, and view messages in their original context without administrator support.

Fast and Easy Retrieval: Retain Unifed Archiving contains a built-in Lucene indexing engine or the Retain Unified Archiving High Performance Indexing Engine (for larger deployments).

Learn more at
www.microfocus.com/opentext

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