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**REPORT**

**32nd Meeting of the Section of International Organizations,  
International Council on Archives (ICA/SIO)**

European Centre for the Development of Vocational Training (CEDEFOP),  
Thessaloniki, Greece  
26-29 September 2006

Some 32 participants and observers attended the 32<sup>nd</sup> Session of the Section of Archivists of International Organizations which was held in Thessaloniki, Greece. The meeting was hosted by the European Centre for the Development of Vocational Training (CEDEFOP) 26 – 29 September 2006.

The meeting included a workshop on Enterprise Content Management (ECM), facilitated by Milovan Mistic, the SIO Secretary. Presentations were made on a range of topics including information disclosure, disaster preparedness, and electronic records. As agreed at the previous meeting a significant part of the agenda was devoted to an overview of activities presented by participating members (“Tour de table”), so this report has a summary of reports, including all submitted original presentations.

**Adoption of the agenda:** the participants took note of the proposed agenda and agreed on changes.

**Report by the Chair:** Bridget Sisk reported on activities since last meeting 2005.  
DETAILS TO BE INSERTED BY B.Sisk / Anne-Marie Smith

**1. Developments at ICA and report on the 2005 Conference of the Roundtable on Archives (CITRA) (Chair)**

Bridget Sisk attended the CITRA conference in Abu Dhabi 22-26 May 2006. Please refer to the enclosed attachment.

**Budget and finances by the Treasurer:** The Critical ICA financial situation was discussed briefly, from two perspectives. First the ICA has not been funding SIO activities, at the same time, the SIO has 8,000 USD from prior ICA support that should be utilized.

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Chair:  
Ms. Bridget SISK  
c/o UN New York  
Room FF109  
New York 10017  
United States

Vice-Chair:  
Ms. Anne-Marie SMITH  
c/o NATO  
B-1110 Brussels  
Belgium

Secretary:  
Mr. Milovan MISIC  
c/o UN WIPO  
34 Chemin des Colombettes  
1211 Geneva  
Switzerland

Treasurer:  
Mrs. Mary-Ann GROSSET  
c/o OECD  
2, rue André Pascal  
F-75775 Paris Cedex 16  
France

Tel : (1) 212 963 4226  
Fax : (1) 212 963 4414  
e-mail : [sisk@un.org](mailto:sisk@un.org)

Tel : 32 (2) 707 42 20  
Fax: 32 (2) 707 5509  
e-mail : [nac.central.registry@hq.nato.int](mailto:nac.central.registry@hq.nato.int)

Tel : 41 (22) 338 8466  
Fax : 41 (22) 338 8888  
e-mail : [milovan.misic@wipo.int](mailto:milovan.misic@wipo.int)

Tel : 33 (1) 45 24 81 53  
Fax : 33 (1) 45 24 16 03  
e-mail : [mary-ann.grosset@oecd.org](mailto:mary-ann.grosset@oecd.org)



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2. Drafting committee was working on SIO recommendations considering a fruitful discussion of many members (recommendations enclosed in the Annex 3).

**“Tour de table”**

**UNOG** – A Swiss software “Scope Archive” is used for the access to an on-line access to the UNOG archives catalogue available at <http://www.un.org/unlibraries/unlibe/geneva.htm>. There are about 25.000 items available for on-line search at the moment, that is significant increase from around 4.000 in February 2005. The archival description is fully compliant with ISADg. Mrs. Blandine Blukacz-Louisfert gave an interesting presentation of the UNOG’s on-line system. She also described the use of ISADg as a user-friendly system for the archival description, but made a comment that other modules of the software are not as good.

UNOG archives has 11 staff members and have a physical holdings of about 11 linear kilometres, servicing around three thousand staff members in UNOG Geneva.

**The Nordic Council** – A small organization of 15 people, with 2 staff members in the records and archives. There is no professional archivist. Holdings are about 50 meters of paper and about 30,000 electronic documents. There was an attempt to implement EDMS in 1988. Electronic document management programme started as a knowledge project rather than a records management project. There was also an initiative to create a link to the old archives. There are about 120 linear meters of material deposited at the National Archives of Sweden in Stockholm.

Nordic council is using a Norwegian software “360 degrees”. While it has some automated procedures it deeply relies on the use of an in-house expertise.

The new initiative on electronic records and document management system is signed for implementation the main purpose would be to implement a module that will support organisation of conferences with a content management system envisaged as a solution.

**Council of Europe** – Please refer to the Power Point presentation.

Also, all archiving agreements are available at their web site [www.cce.int](http://www.cce.int)

**UNESCO** – UNESCO, founded in 1945, has 2300 staff members in Paris. Archives has holdings of about 10KM, including the material from UNESCO predecessors, League of Nations 1925 to 1946. Archives and Records Management has 9 staff members, 3 professionals and 6 in general service. There is also close cooperation with the IT division, Clearing House Unit and the Library.

UNESCO History project, as a part of SIO activities, is currently under a major internal discussion on how to open the archives to researchers and change image and perception of the archives, thus making clear that this is a “gold mine” of

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c/o UN New York  
Room FF109  
New York 10017  
United States

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c/o NATO  
B-1110 Brussels  
Belgium

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c/o UN WIPO  
34 Chemin des Colombettes  
1211 Geneva  
Switzerland

Treasurer:  
Mrs. Mary-Ann GROSSET  
c/o OECD  
2, rue André Pascal  
F-75775 Paris Cedex 16  
France

Tel : (1) 212 963 4226  
Fax : (1) 212 963 4414  
e-mail : [sisk@un.org](mailto:sisk@un.org)

Tel : 32 (2) 707 42 20  
Fax: 32 (2) 707 5509  
e-mail : [nac.central.registry@hq.nato.int](mailto:nac.central.registry@hq.nato.int)

Tel : 41 (22) 338 8466  
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e-mail : [milovan.misic@wipo.int](mailto:milovan.misic@wipo.int)

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Fax : 33 (1) 45 24 16 03  
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information and historical source. The Archives is leading a number of sessions and roundtables related to the introduction to the History Projects. The Guide to Archives of Intergovernmental organizations, another initiative supported by SIO, will continue until 2010. The access policy, initiated in Florence, and related proceedings from a workshop will be published in November 2006 in English and French. The main initiative is to open archives after 20 years instead of the current 30 years.

UNESCO Archives received a portion of a budget originally related to the 60th anniversary of UNESCO. The Oral history project will be extended so that all interviews would most probably be transcribed. The project was carried out in cooperation with the British library and the University of Colombia. The main task is to prepare a summary of each interview in about 250 words for each interview and make them available for on-line access upon the consent of interviewees. UNESCO EDMS project – there is an adopted policy, including a training material from the new records management system. Although there was an unsuccessful initiative to scan all incoming documents in the past, this approach will be re-initiated. All manuals are available in paper but also on-line and available for public access as well.

**UN HABITAT - Archives and Records Management Initiative** - Presented by Hellen Nyabera – Head Information Management Unit.

The United Nations Human Settlements Programme, UN-HABITAT, is the UN agency for human settlements. It is mandated by the UN General Assembly to promote socially and environmentally sustainable towns and cities with the goal of providing adequate shelter for all. UN-Habitat was established in 1978 and currently has about 150 International Staff, and 100 local staff. The Organization Archives and Records management issues fall under the Information management Unit, Information Services Section.

The Unit has set up a records management programme to monitor policies and standards for records throughout the Organization, design and implement a records management system and provide assistance and advice to different sections and branches in managing their own records.

An Archives and Records Management policy has been drafted pending approval by the Executive Director.

A survey of twenty four offices was carried out and 428 boxes of semi current and non current records transferred to Secondary storage.

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Ms. Bridget SISK  
c/o UN New York  
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United States

Vice-Chair:  
Ms. Anne-Marie SMITH  
c/o NATO  
B-1110 Brussels  
Belgium

Secretary:  
Mr. Milovan MISIC  
c/o UN WIPO  
34 Chemin des Colombettes  
1211 Geneva  
Switzerland

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Mrs. Mary-Ann GROSSET  
c/o OECD  
2, rue André Pascal  
F-75775 Paris Cedex 16  
France

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e-mail : [sisk@un.org](mailto:sisk@un.org)

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Fax: 32 (2) 707 5509  
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A File plan based on a functional classification scheme has been drafted for preliminary implementation, pending the approval and execution of the Archives and Records Management policy. The File plan will be reviewed periodically to accommodate new titles and to ensure that it is inclusive of the functions of the Organization.

A draft retention schedule has been compiled awaiting approval and implementation.

The Organization background vital records was identified, consolidated and stored together in one of the Records Centers.

Records Coordinators have been identified in all sections to act as focal points in all Archives and Records management matters in the Organization. Training on basic records management procedures was provided to the coordinators and certificates awarded.

Plans to refurbish the Attic to provide physical Archives space is underway and scheduled for completion by end of 2006.

The Unit had initially finalized the acquisition of a Document Management System Saperion but this had to be shelved following a decision to procure a standard ECM software in line with the UN Headquarters.

**United Nations Framework Convention on Climate Change** – This is a 12 year-old organization with 250 staff, based in Bonn. There is no records management and no archives system in place. The head of library also manages a documentation Unit. ECM is in progress and a policy document and guidelines are in production. With a budget of about 1.5 million USD for the ECM system, Records management is expected to be implemented within a year. Two professional and 3 G-level posts will be required to support the program. A Records management committee has been established to support the establishment and the implementation of the new system.

**European Training Foundation** – The document management policy was developed with the internal resources. There are 10 years of documents stored in the basement that need further attention and organization.

**Black Sea Trade & Development Bank** – The head of the Archives joined the bank in 2000. Procedures are established for registration of incoming, outgoing and internal records. Records management and the archives policy were approved by the

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New York 10017  
United States

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B-1110 Brussels  
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34 Chemin des Colombettes  
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Switzerland

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c/o OECD  
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F-75775 Paris Cedex 16  
France

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e-mail : [sisk@un.org](mailto:sisk@un.org)

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SECTION OF INTERNATIONAL ORGANISATIONS

senior management. Records management procedures were also produced and approved for implementation. Software Live Link is in use. Vital records program was established as a part of disaster recovery planning and preservation of archival holdings. The overall strategy is to provide equal treatment for paper and electronic records.

**UNV – is the UN agency with over 8000 volunteers in the field.** In June 2006 UNV moved to a new building shared with German government. There are many short term UNVs with the activities through the UN's peacekeeping department since 2002, the number of records handled by the registry has increased enormously, and it is now urgent to implement electronic document management system. Policy documents do not exist, that makes the whole situation even more urgent. UNV currently uses a standard paper system. HQ Admin will pilot the EDMS including personal files, combined with records in electronic form, e-mails etc. In 1999 the organization realised that the institutional memory of the organization will retire with its aging workforce; UNV decided with assistance from senior staff what to retain as archives and a decision was made to set-up an archives database. Volunteer files are kept for seven years and a decision needs to be made on a final retention policy..

**European Central Bank** – All activities are presented by **Dr. Roman Schremser**.

**European Space Agency** – Implementation of a document management software is the first phase of the implementation of a new system in ESA. Documentum was chosen as a preferred software, although this is not a corporate system.

**International Labour Organization** – Mr. Remo Becci presented activities on records and archives management at ILO. Stellent software was implemented for both records management and the Archives. It took about 6-7 months to make a choice. Full EDMS will be launched by the end of this year.

**Universal Postal Union** – Mr. Andreas Kerll presented records management and archives activities in the UPU. The organization was founded in 1874 with 230 people on board. There is no archivist or records manager, no registration, indexing or search possibility. The UPU has a basic filing plan that is supposed to be used by all staff members. However, as records management and archives is not properly established, there is no control or a support for the implementation of the filing system.

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c/o UN New York  
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B-1110 Brussels  
Belgium

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France

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**World Health Organization** – A software that was initially implemented (iRIMS) will be moved to Live Link. In the archives area, there is a policy for access to researchers. All the services are free of charge. There is a large repository of photos taken from field projects and the collection was organised through a fruitful co-operation with interns, archival students who helped a lot in the initial set-up activities.

**WTO** – World Trade – A presentation was made by Ms. Denby Probst – enclosed in presentation section of this report.

**OECD** – There were no activities on records management and archives before 1990. However, there was a successful implementation of iRIMS software in 1997. There is a call for tender at the moment to replace iRIMS, with a plan to implement an ECM product. A major issue for the archives is about 8.5 linear kilometres of records located in four different sites and there are no more possibilities to expand the space. The archives access policy is following a 30 year declassification rule. Declassification was revised to 10 years, or 3 years depending on official use, confidentiality and other parameters. There is no systematic registration of mail at OECD because of a lack of resources. Earlier microfilming was discontinued and was replaced by scanning in PDF format.

**NATO** – Records and archives activities are presented by Ms. Anne-Marie Smith. At the moment NATO is looking to implement an ECM. NATO was established in 1949, with International Staff of 1200 people, 250 military staff members, at headquarters in Brussels. The existing EDMS system is used by some 800-900 people. National delegations have access to the existing EDMS. All scanned documents are kept in PDF format. The Archives have been merged with the Registry in 2006 to form a new service, Archives and Information Management. The new service has about 60 people which cover various activities such as Information management, Information processing, Information support and archives. Archives is managed through two internally tailored software that are ISAD(G) compliant. Access to the archives holdings is regulated through a Public disclosure policy, following a 30 year rule. Nevertheless, considering the original sensitivity of records, it is remarkable that over 300,000 records are publicly available, covering the period 1949 – 1972. Information management policy is currently under a revision and for the approval by the Archives committee.

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c/o UN New York  
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United States

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1211 Geneva  
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**UN SECRETARIAT** – Mrs. Bridget Sisk Provided an overview of the UN website. [www.un.org/depts/archives](http://www.un.org/depts/archives). The new policy on the archives recognises E-mail as a record. There is also a new guidance for staff members on how to identify personal vs. business.. There is a massive backlog of archival description and the Secretariat is currently considering a feasibility of the traditional archival description and cataloguing in view of inadequate resources. Field offices also received newly developed interactive toolkit for records management, together with Frequently Asked Questions, etc.

**UNESCO** – Two presentations by Mr. Jens Boel and Mr. Diether Schlenker introduced all records management and archives activities and initiatives at UNESCO. All material is available on the Internet through [www.unesco.org](http://www.unesco.org) . It was also decided that the current SIO web site, managed in the past several years by Mr. Milovan Mistic and UNESCO Internet team would be moved to the ICA, allowing the SIO Secretary administrative rights in order to make more frequent updates with new information for SIO members. UNESCO will also continue work and coordinate updates of the Guide on Archives of International organizations.

- 3. Presentation: Milovan Mistic - Standards for digital archives and electronic records management** – The focus of the presentation was on implementation of standards, including the latest development on PDF/A with ISO certification. Discussion was developed on applicable standards to records management and archives, recommendations and international guidelines and recommendations how to implement standards and why are they important for international organizations at the time of establishment, development or reorganization of activities.

**Milovan Mistic - Workshop - Enterprise Content Management (ECM)**

Milovan Mistic facilitated half day workshop on Enterprise Content Management, with the emphasis on: What ECM is, and what role do archivists and records managers play in implementation of this kind of system. There was also an introduction to ECM by The Center for Technology in Government, the approach that this company proposed to UN Headquarters in New York. This presentation was organised through a conference call from New York.

- 4. Information Disclosure: policy development and implementation in international organisations**

Jan Lohman of the European Central Bank presented the Bank's disclosure policy. Bridget Sisk introduced the UN Secretariat's proposed policy and strategy for information disclosure.

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United States

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Ms. Anne-Marie SMITH  
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B-1110 Brussels  
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34 Chemin des Colombettes  
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F-75775 Paris Cedex 16  
France

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The discussion was related to:

1 – Issues and actions related to a leak of information and responsibilities in the preserving confidentiality. While a wilful disclosure will lead to a disciplinary action in UN Secretariat, it is a responsibility of an Internal Audit within ECB to restrict the circulation of classified records, as all Bank's staff members signed the Declaration of confidentiality at the entry point to their duties with the Bank. ECB has an obligation to guide public to particular type of documentation as a general rule for keeping activities transparent to all member states.

Jean-Marie Palayret pointed to the three main principles in EU archives:

- a) - disclosure is mandatory if the interest of the research overcome the legitimate interest of the institution to protect the information
- b) – there is always a list of exceptions
- c) – obligation made to every institution to provide register of all documents available in the repository. Even within the 30 years rule, if a document that is classified for 30 years rule becomes declassified upon a researcher's request, in the practice, once the document is granted to a researcher, it would automatically become permanently de-classified. There is also the ombudsman who is actively pursuing openness of the Archives.

ECB must synchronise disclosure policy with national banks. As an example, the Banca Italia has 40 or even 70 years disclosure policy for certain types of records, so ECB has an ongoing consultation as part of regular procedures.

UNESCO has a codified text that is distributed – such as working documents of governing bodies and experts' mission reports.

There is an established procedure in NATO, where the Archives still have to declassify document by document and obtain clarification of the country, or request the approval of each and every country before a declassification while still paying attention on privacy and the commercial value that a document might have.

The Council of Europe Archives adopted the policy on disclosure. According to this policy a general rule is that all documents are classified at the time of creation where confidential documents are classified for 10 years and secret could be de-classified only after 30 years. However, if a citizen would like to have access to a document, the procedure is to make a written request addressed to the Secretary General and generally the access is granted.

At IMF there is a different approach – instead of a disclosure policy, there is a publication policy in place. A list of documents that are publicly available is also published on the Internet almost immediately after the Board meeting.

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France

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### **CEDEFOP presentation on Records management system**

CEDEFOP developed a records management system based on the ISO 9000 standard.

The system was developed and implemented in co-operation with BSI that also certified all implemented procedures as a part of standard ISO 9000 certification. Development of the entire system took about three years, including full implementation with all mechanisms in place for the full implementation. As part of the contract, BSI had certified CEDEFOP in 2005 and assessed the system three times since.

Performance of all people in the system is measured by objectives and statistics. Status review meetings on a weekly basis are just one part of the implementation with the follow-up actions that would resolve any problems.

5. **Ms. Anne Cretal** presented results on **Electronic Records Management Survey**. Her research and findings are a product of collaborative work together with Ms. Monserrat Canela.

Ms. Burgarely, the President of CEDEFOP addressed the SIO members, recognising the importance of the section. "It is crucial to have a partnership and to develop a knowledge and share it with other colleagues. Management of archives is important for any kind of institution and CEDEFOP are giving particular attention to Records and Archives initiatives. We are working on improvement of this service as we also have obligations to citizens and their expectations. Good records management and archives system is actively improving our way of operation. I wish you a successful meeting".

6. **It was decided that the next Session will be held in Nairobi, tentatively at the end of October 2007. Exact dates and other details will be announced in a separate communication to all members.**

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Chair:  
Ms. Bridget SISK  
c/o UN New York  
Room FF109  
New York 10017  
United States

Vice-Chair:  
Ms. Anne-Marie SMITH  
c/o NATO  
B-1110 Brussels  
Belgium

Secretary:  
Mr. Milovan MISIC  
c/o UN WIPO  
34 Chemin des Colombettes  
1211 Geneva  
Switzerland

Treasurer:  
Mrs. Mary-Ann GROSSET  
c/o OECD  
2, rue André Pascal  
F-75775 Paris Cedex 16  
France

Tel : (1) 212 963 4226  
Fax : (1) 212 963 4414  
e-mail : [sisk@un.org](mailto:sisk@un.org)

Tel : 32 (2) 707 42 20  
Fax: 32 (2) 707 5509  
e-mail : [nac.central.registry@hq.nato.int](mailto:nac.central.registry@hq.nato.int)

Tel : 41 (22) 338 8466  
Fax : 41 (22) 338 8888  
e-mail : [milovan.misic@wipo.int](mailto:milovan.misic@wipo.int)

Tel : 33 (1) 45 24 81 53  
Fax : 33 (1) 45 24 16 03  
e-mail : [mary-ann.grosset@oecd.org](mailto:mary-ann.grosset@oecd.org)