ECMs and Institutional Repositories: The Case for a Unified Enterprise Approach to Content Management

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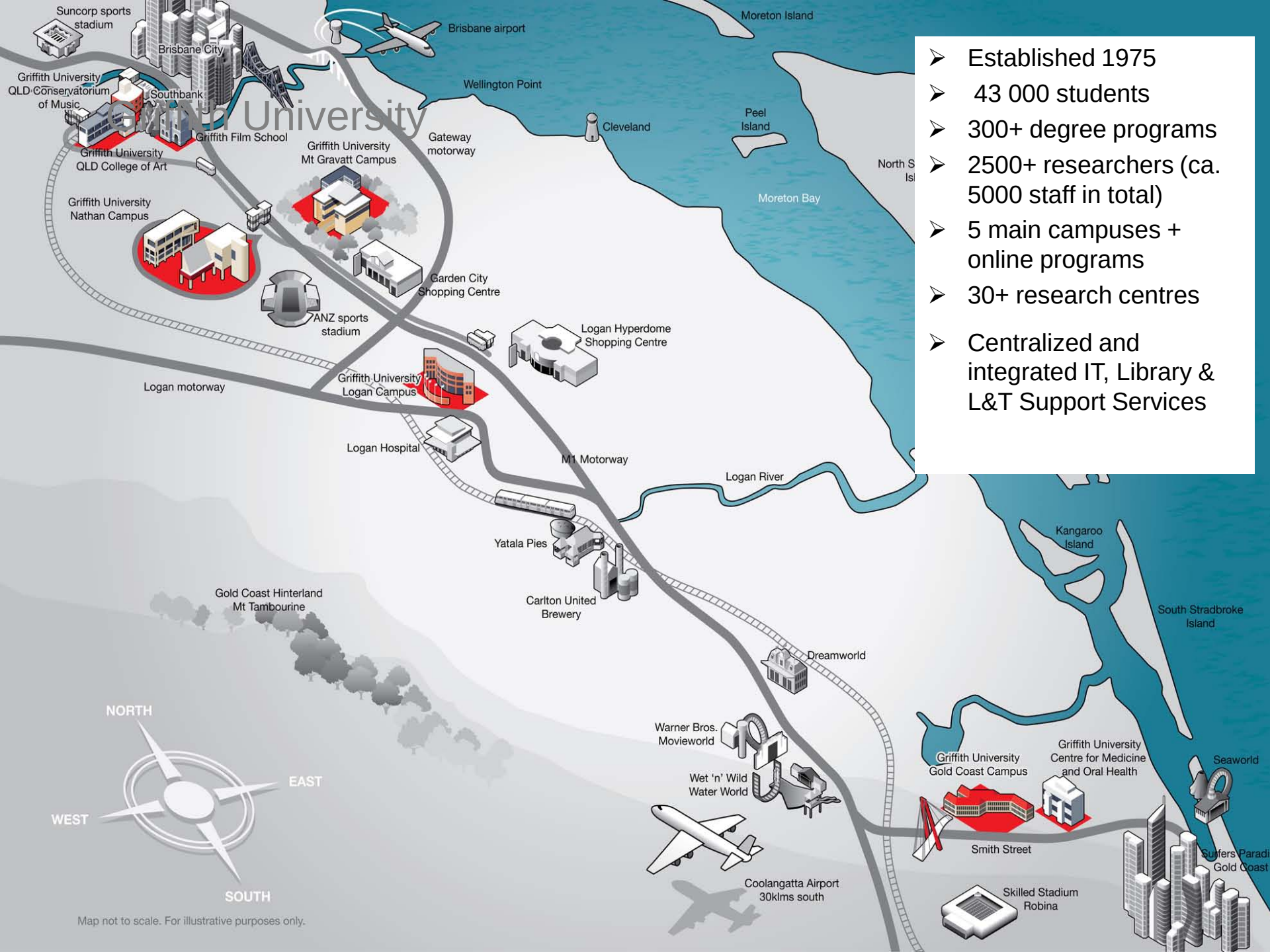
http://www.griffith.edu.au/



- Established 1975
- 43 000 students
- 300+ degree programs
- 2500+ researchers (ca. 5000 staff in total)
- 5 main campuses + online programs
- 30+ research centres
- Centralized and integrated IT, Library & L&T Support Services

This Talk is About: Content Management

- **The CMS - Origin of the species**
- **Problem – what problem?**
- **Seven Reasons for an Enterprise Approach**
- **What's happening at Griffith**

“Corporate” ECMs

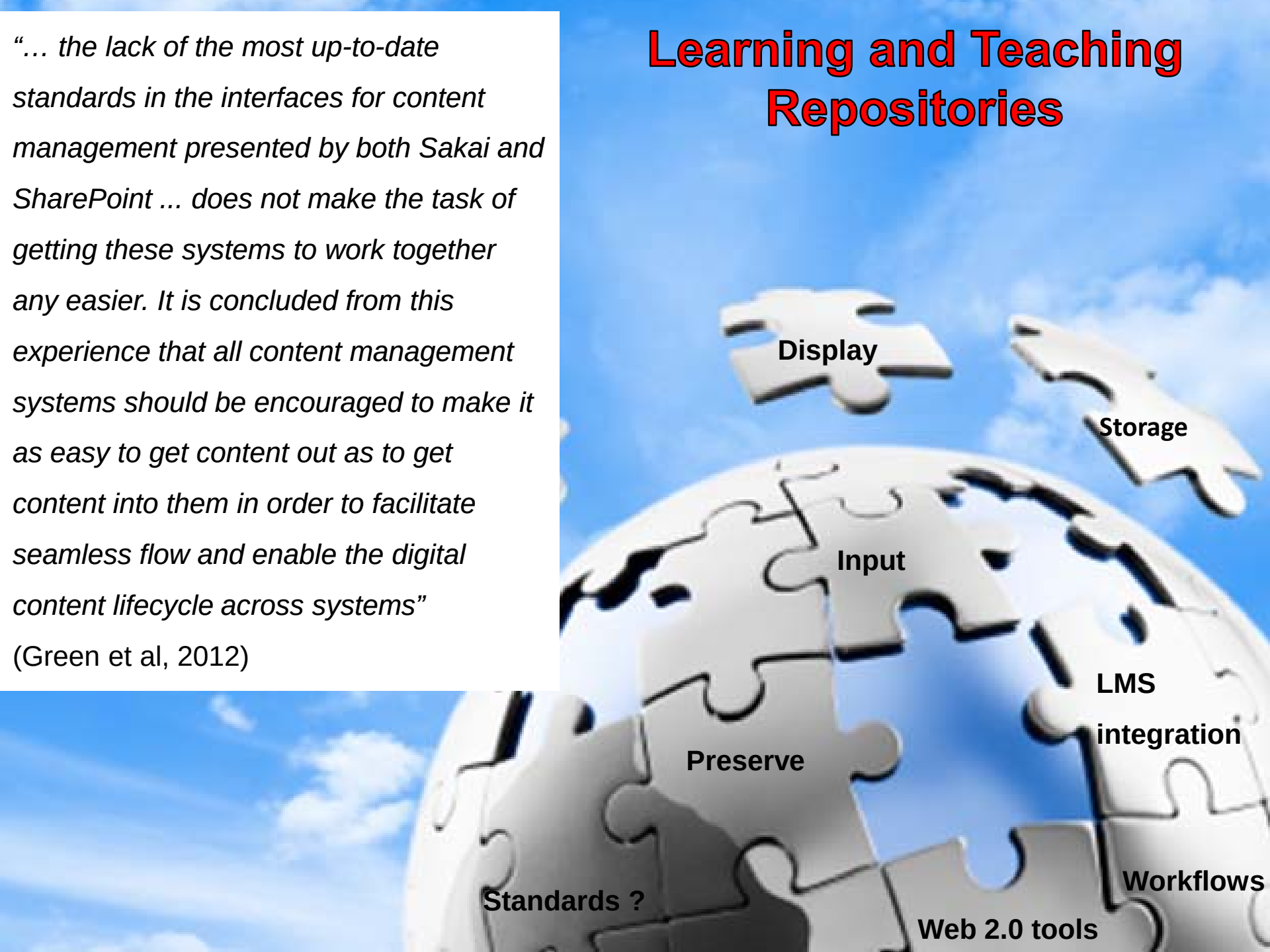
AIIM Definition

“Enterprise Content Management (ECM) is the strategies, methods and tools used to capture, manage, store, preserve, and deliver content and documents related to organizational processes. ECM tools and strategies allow the management of an organization's unstructured information, wherever that information exists. “

http://www.aiim.org/What-is-ECM-Enterprise-Content-Management

Learning and Teaching Repositories

"… the lack of the most up-to-date standards in the interfaces for content management presented by both Sakai and SharePoint ... does not make the task of getting these systems to work together any easier. It is concluded from this experience that all content management systems should be encouraged to make it as easy to get content out as to get content into them in order to facilitate seamless flow and enable the digital content lifecycle across systems"
(Green et al, 2012)



Institutional Repositories

The contemporary institutional repository is now a rich ecosystem of data stores, content management functions, access management, discovery, and collaboration services.

The drivers for rethinking the problem

1. Increasing focus on publishing, sharing and marketing
2. Increasing compliance issues (e.g. grant funder requirements)
3. Sustainable support models
4. Meeting privacy, ethics or licensing requirements
5. Finding and gaining access to the authoritative sources of data
6. The Open Access/Open Data agenda
7. **Seamless capture and delivery of research data in any format**
8. **Multiple discovery and access channels to common content**
9. **Multiple pathways to deposit content/data**
10. **Increasing scale and volumes of data –structured and unstructured**
11. **No longer just institutional users (both readers and creators)**
12. **Better analytics on usage, including citation**
13. **Leveraging research outputs - data and publications**

What Problem?

Administrative Examples

Legacy

- Old group shared network drives - 19.5 million objects - ?% useful.
- Lotus Applications > 1.5 million documents less < 50% useful

Current

- Central Records (Trim) 79,000 files (multiple docs) est. only 30% collected
- Sharepoint (2011) - 10,700 documents
- Google Docs (Oct 2012) 4200 staff created 194,000 docs (6,500 collaborators)
- Web Content Objects ???

Unknown:
How much of what we know exists is useful?

What Problem?

Learning and Teaching Examples

- Lecture capture - weekly 900 lectures recorded @ approx. 40,000 recording hits per week (peak week 2012 = 57,000 hits)
- 24,500 Course readings,
- 5,300 Print masters
- 2,800 Past exams

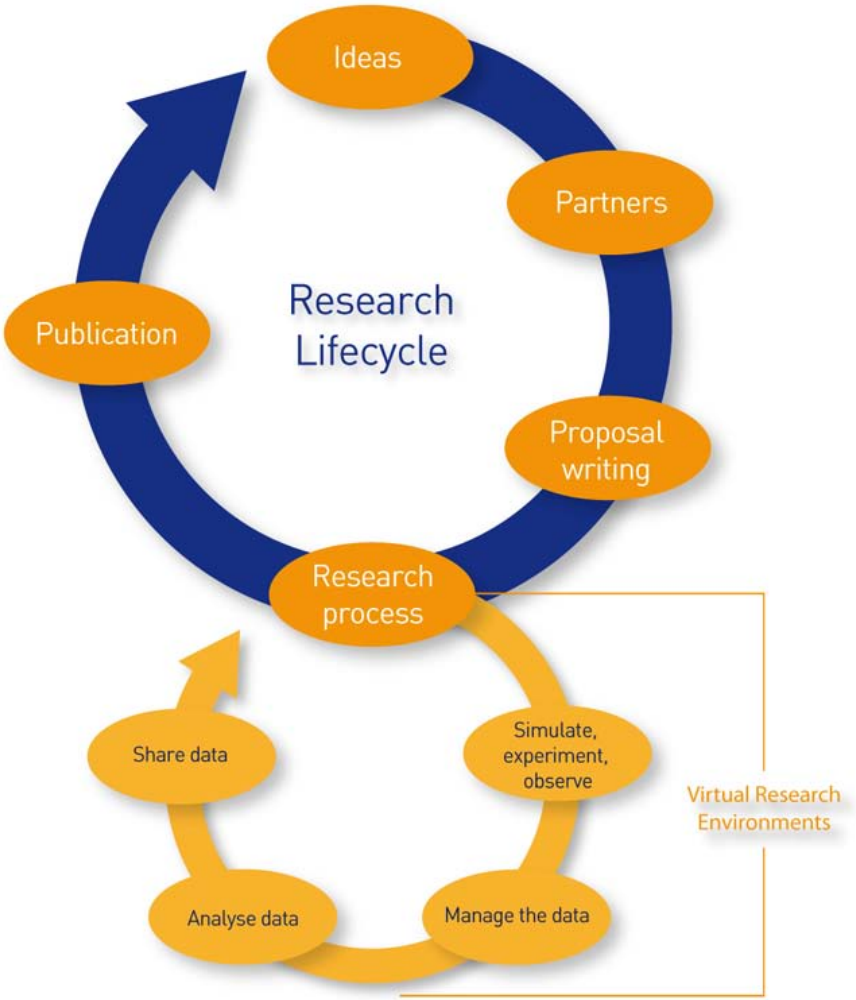
Unknown:
How many Learning Objects do we have in Blackboard ???

What Problem?

Research Examples

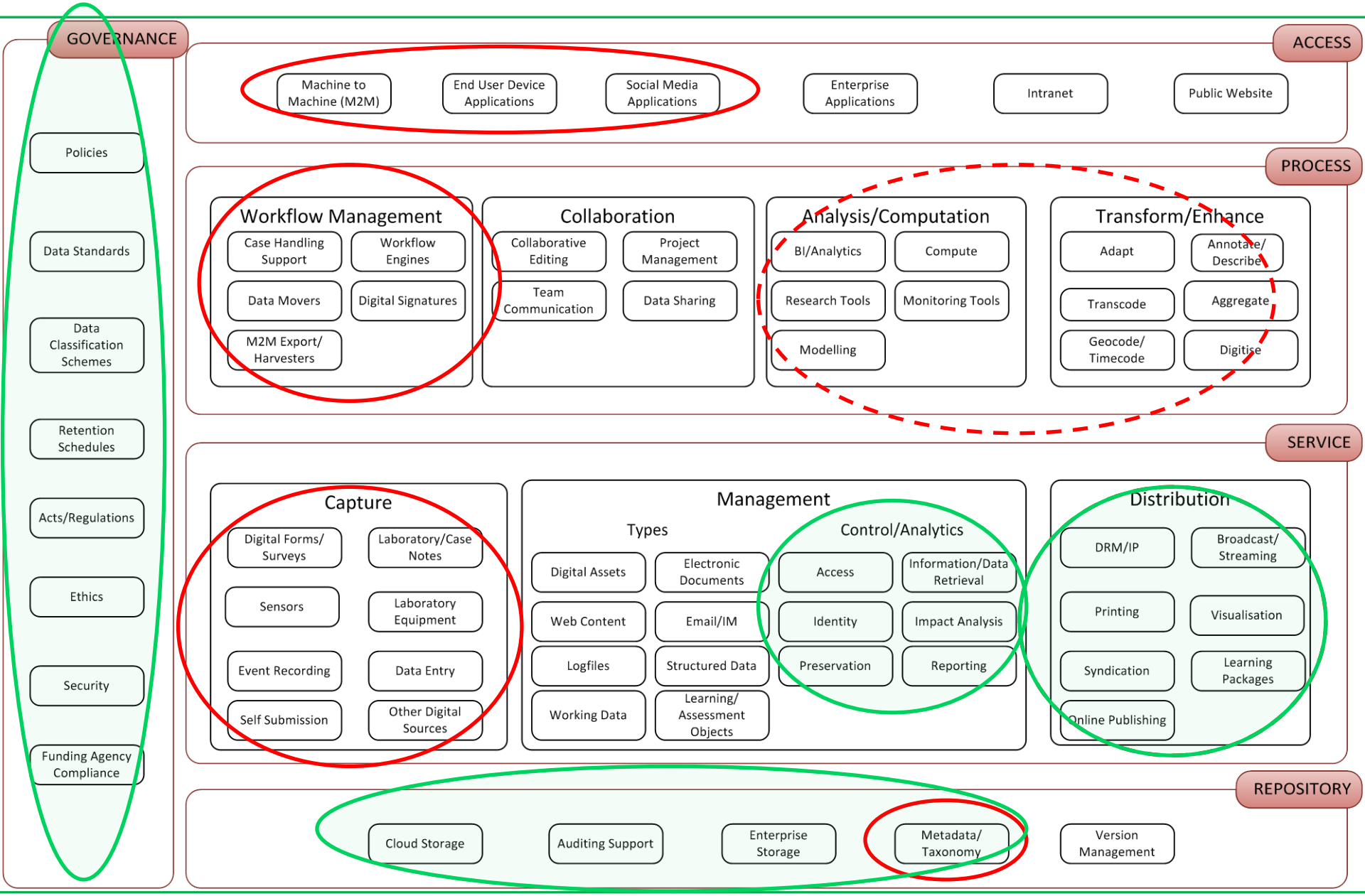
- 3400 ERA items
- 1600 Theses
- 9000 publications @ 20,000 downloads per mth
- 5900 data items in repository collections
- Approx. 100tb research data managed
- Approx. 400tb still unmanaged

Unknown: How much more valuable research output is out there



www.jisc.ac.uk

RED: research specific Green: mutual interest



The Seven reasons for an Enterprise Approach

1. Common technology architecture components
2. Common reporting requirements
3. Common data standards
4. Common content classes
5. Common content creators
6. Common record quality issues
7. Common issues on resistance to use and low uptake

What are we doing at the enterprise level

- Information Management Program Board
- Corporate Archives to Information Services
- Research Data Management Guidelines - Uni exec driven
- Integrated enterprise Griffith QCIF QCLOUD service
- A Deans, Research Office, Library and ICTS problem
- Enterprise Architecture - L&T and Research
- Corporate data hub identifying authoritative sources of data
- Enterprise Streaming Services options

What are we doing in the research space

- Minting DOIs for research data collections
- Content analytics and where to capture – citation, altmetrics
- Improving systematic capture of relationships between content
- New discovery tools e.g. Research Hub built on rich semantic data
- Methods for getting content directly from researchers/groups/equip
- Seamless integration or coupling with external services e.g. RDA
- Standardising on technologies and component re-use
- Common data standard approaches
- Growing staff to meet demand
- All L&T and research repositories managed by one group
- A repository system roadmap and sustainable support model

"Things can fall apart, or threaten to, for many reasons, and then there's got to be a leap of faith. Ultimately, when you're at the edge, you have to go forward or backward; if you go forward, you have to jump together." **Yo-Yo Ma**

"When one jumps over the edge, one is bound to land somewhere."
D H Lawrence