Task Question
What are the recordkeeping issues and controls that should be considered in the building and maintenance of an organisation’s public website?

Some of the questions to be considered in addressing the Task:
- What are organisations’ websites commonly used for?
- Do they include disclaimers from responsibility for the information on the website?
- What are the recordkeeping issues for authoring, or creating content?
- What are the issues for document management (e.g., metadata, versioning, indexing)?
- What are the issues for accessibility and retrieval of web-based information?
- What are the recordkeeping issues for managing communications arising from website interaction, e.g., emailed customer complaints or customer queries?
- What are the recordkeeping issues for managing web-based transactions?
- Is the website as a whole a record, or only parts of it, or none of it?
- If individual records exist only on a website, how should they be managed?
- Might some web-based information be treated differently from other web-based information? And if so, why?
- How can an organisation ensure that it can account for what it had on its website last year, or perhaps 10 years ago?
- Who should be responsible for setting and enforcing the recordkeeping rules – the webmaster, the authors, someone else?
- What might be a possible technical solution for managing web resources as records over time?
- What other recordkeeping issues are there?

Assignment Report
Present an assignment as your answer to the Task Question. It should address at least those subsidiary questions above, and any more you can think of. Present your views under headings, but these headings do not have to match the questions above.

Hints
- AS ISO 15489, Parts 1 & 2.
- Find some other references of your own.
- This relates to work covered since the beginning of the semester. There are bits of every session that are relevant here.

Word limit
Minimum of c. 3,000 words