# More connected, more extended, more content, more risks? Mobile device explosion and its implications to public sector records management in Zimbabwe

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# The mobile devices

Hardware

▶ Smartphone

▶ Tabloid

1. Small computing *device*, typically small enough to be handheld,

2. having a display screen with touch input and/or a miniature keyboard

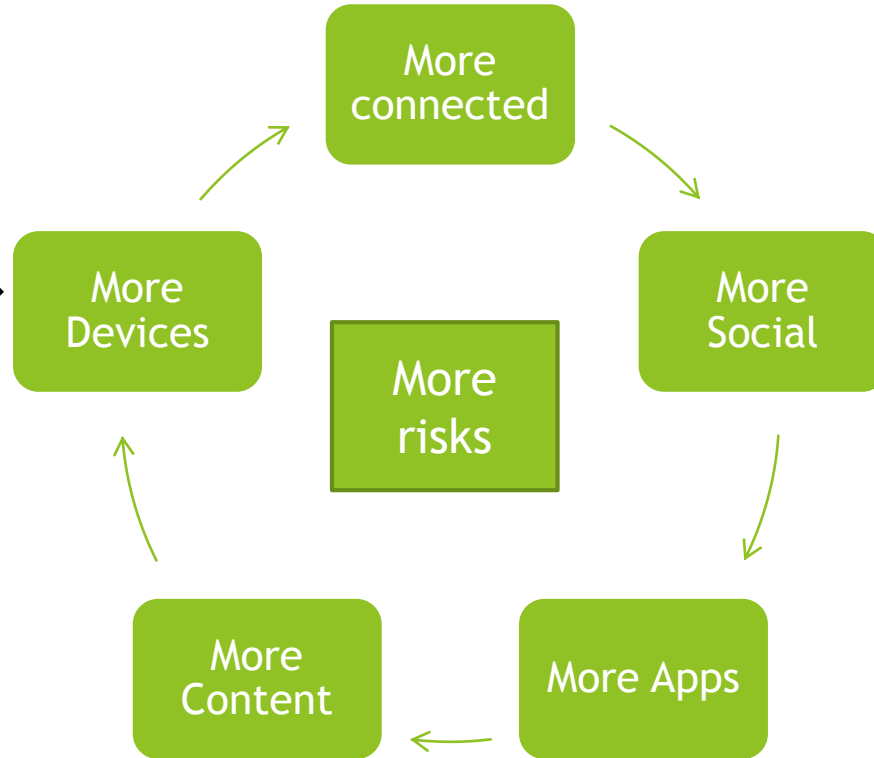3. weighing less than (0.91kg)

4. Wireless network

Apps

▶ iOS on App Store

▶ Android on Google Play

1. Consumer-born apps

2. web apps

3. freely available mobile apps available on online mobile software distribution platforms: App Store for iOS on , Google Play for Android

4. Allow local storage of data on the device, act as an interface between a mobile device and data stored elsewhere, or may themselves serve as the repository for data.

# Mobile device explosion

- Relative lack of physical connectivity
- Lack of access to reliable electricity
- High desktop cost

More connected

More Social

More Apps

More Content

More Devices

More risks

# More Mobile...

## More Risks

- Mobile penetration is more Asia and Africa

- 70% of users in the Africa browse the web on mobile devices, compared with just 6% who use desktop computers

- market penetration in the mobile sector has climbed from 9% in 2009 to 98% in 2014.

- Bulk of the internet subscriptions are mobile internet connections using 2G, 2.5G and 3G connections provided largely by 5 companies namely Econet, Telecel, NetOne, Africom, and PowertTel

- Employees are now taking technological advancements into their own hands.

- Employees can access and establish communication channels without the aid of their organizations and even to be ahead of their organizations.

- The pressure is therefore increasingly mounting on organizational IT strategy to support a new class of connected employees who are demanding support for tablet and smart phone, new remote working styles and new apps.

- Those organizations that are slow to deliver on native mobile apps, are exposed as employees turn to consumer-born web apps.

# More connected... More, extended, more Risks

- mobile workers can take the computer as part of their work in different locations.

- work that was formerly made in a fixed location can now be done freely in any place selected places

- People can be connected and collaborate with their peers and colleagues any time anywhere

- As the mobile worker goes outside the standard organizational frames and building, creating and sharing information outside the usual working environment.

1. Records that were earlier created as a separate process in the office (offline) are now created online in the actual work context

2. Records management is dispersed in different devices, hard drives, and locations making it difficult to identify, organize or describe records

3. there is a possibility that a mobile devices can be easily lost by accident or malicious intent resulting in the loss of records.

# More Social...

## More Risks

Most mobile users in Zimbabwe largely use their mobile devices for social purposes.

- Facebook
- WhatsApp

*Muza and Muza (2014; 44)*

- Baba Jukwa during the run up to the 2013 June elections
- Uprisings in North Africa and middle east
- Public officials in Zimbabwe are realizing the role of the social media to connect to people.
- For example, the Minister of Information Professor Jonathan Moyo, joined both twitter and Facebook, despite his previous declarations that he would never join social network platforms
- Prof Moyo's comments on twitter and Facebook, being published as stories in newspapers or used as facts in newspaper
- Information being communicated in rather informal means making it difficult to retain in for evidential purposes.

# More Apps...                More Risks

- The increased use of mobile devices encourages further development of social apps.

- Eg. City of San Francisco (USA) releases its raw public transportation data on train routes, schedules, and to-the-minute location updates directly to the public through web services and that triggered citizen developers to write over 10 different mobile applications to help the public navigate San Francisco's public transit systems.

- Same developments taking place in Zimbabwe.

- As of 28 April 2015 there were 250 free android mobile apps tagged "Zimbabwe" on google play store. With a few exceptions most, of the apps are specifically for Zimbabwean market or for about Zimbabwe.

- there are has been an increase on the number of mobile malware that can still data from android devices

- Fire Eye (2015, 3) found vulnerabilities in both android and iOS apps that can create avenues for hackers and other attackers.

- Mobile users in Zimbabwe are unaware of the risks associated with mobile devices. (Muza and Muza, 2014:45)

# More content... More Risks

while the role of records management has remained the same, there are new sets of records driven by mobile devices.

- A video of the equipment malfunction at the remote job site a foreman sent to the repair team (along with the geo-location data)

- photograph of a competitor's shelf display emailed, by a business partner (along with the resulting comment thread);

- A Google Doc a supplier shared for collaboration.

- Content such as photos, videos and comments threads driven by mobile devices, and consumer social network behavior can help companies get work done faster.

- Such content need to be categorized as enterprise content that requires to be managed.

- The is a lot of information to manage

- The content requires new infrastructure and strategies that are not readily available.

# Public sector records Management responses

- challenges posed by mobile driven content does not necessarily call for new a records management philosophy

- A range of policy and strategic responses

In the USA the management of mobile driven content is addressed in the following instruments that communicate to one another.

- (i) US Government's Federal Mobility Strategy, which was composed as part of the wider Digital Government Strategy announced in May 2012

- ii) Social Media and social networking policy,

- (iii) Records Management/Retention/Archiving Act.

# National Archives of Zimbabwe Act, 1986 in the mobile era

Does not adequately empower or obligate government institutions to manage social content.

Some areas of deficiencies

- In terms of National Archives of Zimbabwe Act, 1986 a "public record" means any record in the custody of any Ministry; and a "record" means any medium in or on which information is recorded.

- By defining a "public record" in terms of custody and defining a "record" in terms of medium, the Act is emphasizing on and limited to the end product to define a record.

1. mobile driven content that may be created and maintained beyond the jurisdiction of a single entity of which physical characteristics and form are difficult to determine. For example a donor funding a government project may share project documents with relevant government officials on the cloud. Once the public officials have done their part, the records may permanently be retained on the donor's system and obviously the donor's records management regimes will apply. Such documents will definitely have a National significance but they are not in the custody of any government ministry as required by the National Archives of Zimbabwe Act, 1986 for them to be public records.

2. By the same token, a document processed, distributed and stored on a public official's tabloid or smart phone legally not a public record simply because it is not being maintained by any ministry even when it is produced during the course of public business.

# Social Media and Networking Policy in Zimbabwe

Social media policy guides public officials on the right social media technology to use, the proper use of social media and proper management of social media content.

- Zimbabwe has no clear social media policy

- Office of President and Cabinet notice 1/2011 fundamentally abolishes the use of consumer born web based apps, spelling out that "the use of web based email services such as Gmail or yahoo entails the unauthorized exporting of government information to foreign countries… the use of non-government email services constitute unauthorized passing of government information to people who are not in government…"

- 6 government ministries have gone against government stance and are actively available on social sites via their websites

- Without the availability of native mobile apps as an alternative to such platforms as Facebook and WhatsApp to back up policies, resourceful and mobile technology driven employees are left with no option but to make use of the web based consumer born apps

- Without clear guidelines, government officials may have to use their own personal judgment to determine what information to or not to communicate and publish on social media and how to retain the information for record keeping purpose leaving the use of such platforms chaotic.

# Mobile strategy in Zimbabwe

Mobile strategy: (i) define overall mobile device purpose within the organization (ii) select mobile devices and applications (iii) define the right governance model; (iv) provide the right digital experience to end users; and (v) choose the right technology to manage devices (Mario Silic and Andrea Back, 2013)

► Zimbabwe has no mobile device strategy to govern the use of mobile devices within the public sector.

► It has been proven somewhere else that good legislative tools and policies minus a mobile strategy are not sufficient to ensure the management of records in the mobile era.

► former USA Secretary of State, Hilary Clinton used her private email for official business in 2012, thereby potentially violating the United States Federal records laws and policies

► Clinton defended her decision to use private e-mail on convenience ground, arguing that it was easier to carry just one device for her work and for her personal e-mails instead of two.