

**1. Development of a reference model for managing electronic documents and records in public administration**

- A major result of the DLM-Forum'99 is the progress achieved in the development of a reference model for the management of electronic documents and records. The reference model will take account of the continuum of electronic documents and records, i.e. their reception or creation, active life and long-term preservation and accessibility.

The reference model is to meet the main criteria for electronic documents and records formulated by public administrations and archives. These criteria concern issues such as the transparency and accessibility of electronic information, the possibilities for short- and long-term preservation of authentic records, open standards and specifications, and interdisciplinary guidelines for best practices .

The reference model is to be further developed in close partnership with industry (system and service providers) and research. While it is the responsibility of information professionals to specify their needs, it is up to industry to provide solutions.

- For this purpose the European Commission together with the Member States should update and forward a special "DLM-message" to the Information and Communication Technology (ICT) Industry. This message should take into account all presentations and comments issued at the DLM-Forum '99 as well as best practices in public administration and private sector in order to encourage industry across Europe to exploit the field of electronic documents, records management and digital archiving as a new viable market.

**2. A modular European training programme for administrators and archivists on electronic documents and records management**

The Forum gave a big boost to the realisation of a first module for a basic European training programme in the field of electronic documents and records management.

- A project for the first module of the training programme was established on the basis of the experiences of different archives schools and other specialized bodies in the Member States, which were presented and discussed at the Forum. After further development, the training module called E-TERM (European training programme in electronic documents and records management) is to be distributed to interested parties in the Member States, together with supporting training material in the second half of 2000.
- One of the objectives is the continued enhancement of skills in Europe in this area and to facilitate recruitment in this field.
- Industry will find business opportunities in contributing to the development of the material for the module and subsequent training programmes and can profit from the know-how that they will generate.

**3. The reinforced DLM Action Plan, 1999-2004: access for the European citizen and funding priority activities**

- The European Commission together with the interdisciplinary DLM-Monitoring Committee is asked to reinforce the DLM-Action plan for the period 1999-2004 and to continue looking after the priorities to be set and their timely implementation. This should in particular include instruments to improve access to content by the European citizen, the implementation of the Green Paper on Public sector information, as well as addressing the legal issues involved.
- Co-funding of priority activities, on the basis of the reports by national experts "Archives in the European Union" (Black Book) and "Activities and resources for progress of archives in Europe 1999-2004" (Kew Report) should be ensured by the EU Member states and by further integrating these activities into Community programmes concerning in particular life-long learning and the development of the Information Society.
- The DLM-Monitoring Committee should establish and present a progress report in the first half of 2000. Furthermore the European Commission is asked to rapidly publish and distribute the proceedings of the DLM-Forum '99.