

Problems and Countermeasures of Digital Archives Management in E-Government Environment

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ABSTRACT. *With the wave of social development such as digitization and informationization, e-government has developed rapidly, which has had a huge impact on the management of digital archives. Nowadays, we are facing this massive social change, and digital archive management has encountered unprecedented opportunities and challenges. Faced with a series of problems in the management of digital archives, how should government departments effectively improve the efficiency of digital archive management, how to effectively provide archival services to the public, how to maximize the refinement of digital archives and realize their own value, have become common issue to archivists around the world.*

KEYWORDS: *e-government, digital archives, file management*

1. Introduction

The characteristics of today's information society are becoming more and more obvious, which are reflected in the information technology itself as a tool, the economic form based on technology, the communication mode of government affairs and its cultural influence, etc., are reshaping the world we live in. The most direct result of the information revolution has been the reorganization of the organization of social activities, the redefinition of human cooperation and communication, and the expansion of the scope and depth of human activities to a large extent. The development of the archives industry to better meet the requirements of the information society has become a top priority, and the spontaneous use of economic activities for the fuller use of relevant files is often lacking in government activities. Since the main party of e-government is the government, one government affairs disclosure is an important part of the development of democracy and the rule of law in China. As for the specific significance of the development level of the archives industry, it is one of the basic measures to stimulate the public's archives awareness; the establishment of the platform and the development of the e-government model depend on the strong

support of the state. It is the key to whether China can realize the effective transformation of the digitalization of archives information and catch up with and even catch up with the world's advanced level. There have been a considerable number of research results on e-government and digital archive management. Based on the reference and learning of some of the results, some analysis and summary, as well as the combination of their own undergraduate professional knowledge, can provide some useful ideas and countermeasures.

2. Analysis of the status quo of digital archives management under the e-government environment

2.1 Status of e-government development

At present, there is no recognized definition of e-government, and scholars at home and abroad have a different definition of it. For example, Chinese economists Xu Xiaolin and Yang Rui edited "E-government": "Using modern information technology such as computers, networks and communications to achieve optimal restructuring of government organizational structure and workflow, exceeding the limits of time, space and departmental separation. We will build a streamlined, efficient, clean and fair government operation model to provide high-quality, standardized, transparent and international-standard management and services to the society in an all-round way [1]. This definition mainly includes the following four contents: First, the development of e-government is closely related to modern computer and network technology. The development of e-government is based on computer and Internet. Secondly, e-government mainly deals with government-related documents. In addition, e-government focuses on the restructuring of various government functions and the development of a quality government operation model. Finally, the purpose of running an e-government system is to provide better services to the community.

The "Development of Informatization" proposed by the "National Informatization Development Strategy from 2006 to 2020" and the publication of the "Overall Framework of National E-Government" (2006) further promoted the development of e-government as a whole [2]. The construction of e-government in major regions of China has shifted to business integration and comprehensive support for the construction of service-oriented government. In addition, the relevant national public security departments have also issued a series of relevant standards and regulations on the security protection of information resources, and security work is also being carried out in an orderly manner.

In summary, China's e-government development has shown a good development trend as a whole, and infrastructure construction has been basically completed, but there are still some shortcomings, such as the development of new service systems and the degree of application. In addition, because many local government departments are doing what they are doing today, it has led to "centralization of departments". Many government information departments have their own methods

of doing things. When inter-departmental cooperation, both parties act according to their own opinions. They are relatively backward and conservative in their thinking. They think that there is no need to share, and even work does not cooperate with each other, resulting in many resource information being difficult to share. Use.

2.2 Status of digital file management

The so-called digital file, that is, the digitalization of file information, refers to the directory of traditional carrier files through computer input, high-speed scanning technology, digital conversion technology of microfilm and audiovisual files, image technology, database technology, data compression technology, digital storage technology, etc. The process of converting the content (including text, images, sounds, objects) into a computer-recognizable digital form to form a database of archived information [3]. Digital files can be divided into two types, one is a digital resource directly generated by a computer, and the other is a file information resource that is indirectly transformed by paper files and can be recognized and used by a computer. The digitized file information can be compressed by itself, which is conducive to realizing remote backup and use, and giving full play to its value in the actual file work. It greatly improves the efficiency of archival work, saves resources, strives for environmental protection, and reduces paper waste.

2.2.1 The status quo of system construction

From a macro perspective, the current electronic document management policy is the road of “collecting the country, integrating development, institutional engine, policy advancement, and comprehensive governance” [4]. This is determined by factors such as the political system and the status quo and characteristics of the development of electronic documents in China. After the 2007 National Electronic Document Center Construction Experience Exchange Conference and other important conferences, the 2009 Interim Measures for the Management of Electronic Documents was finally introduced. The National Natural Science Foundation of China, hosted by Feng Huiling, “The Basic Theory and Framework Research of China's Electronic Document Management National Strategy” pointed out: “As of the project research period, China's national strategy for electronic document management is entering the initial stage from the burgeoning stage” [5]. In this process, the upper-level departments coordinate the operation, the state will gradually become clear, the strategic significance of information resources for national development is gradually revealed, and the development trend of cross-sectoral operations has become increasingly clear.

“The Archives Law of the People's Republic of China” mainly stipulates the collection, tidying, identification and statistical utilization of archives. This is the practical experience China has gained in the construction of archives, and it is also an indispensable part of perfecting and perfecting the Chinese archives system. Although the current archival law has been constantly revised and supplemented, due to the rapid development of modern civilization and the urgent need for digital archives and electronic documents, the current archival law cannot meet the

management requirements of digital archives, and we urgently need to introduce closer to real life needs, detailed and standardized laws and regulations.

2.2.2 Actual work status

The digital file management has gradually transitioned from the early exploration to the beginning of the work. Before the introduction of national laws and regulations, some provinces and municipalities first explored ways and means of electronic document management and specific standards, worked hard to learn from foreign digital archive management experience, explored standards suitable for the region, and gave full practical basis and practical experience of national strategic policies. [6]. Since the beginning of the 21st century, the use of electronic documents has been increasing, and local archives departments have also formulated regulations for the management of electronic documents, and began to organize the compilation of digital information resources.

Judging the level of digital file management can start from the following three points: First, the construction of archives website. In general, web pages are the most convenient way to provide unit and personal communication and related file query services. The second is the construction of digital archives. The digital archives integrate the archive information resources of archives institutions located in different regions through the Internet, and achieves the effect of real-time sharing of archive information resources. The third is the construction of the institutional standards system. To make the digital file management work in an orderly manner, the role of a sound and sound digital file standard system is self-evident.

Regrettably, compared with other developed countries, China's digital archives management has a late start and slow development. It is still in a relatively backward stage and it is still difficult to meet international development standards. Therefore, we should work hard to learn from the experience of digital archive management in other countries, strive to catch up with international standards, and develop a digital file management standard that suits China's national conditions.

3. Problems in Digital Archives Management in E-government Environment

3.1 Subjective cognitive ability

At present, China is still lagging behind some developed countries in the level of digital file management. For example, in the United Kingdom, digital archives in the central and local areas are not only regular business development, but also through the reproduction of photocopying, editing and publishing, thematic exhibitions, catalogue retrieval, etc., so that more file users can read and use, thus achieving the number Value-added services for archives [7]. The fundamental reason why China's current digital archive management level still lags behind some developed countries is the lack of ideological considerations for the topic of "digitalization". After entering the information age, some of China's more developed regions have introduced office automation systems. The file is sent and received through the OA system. It is simple and fast, and it also greatly saves the use of paper. However, in

these relatively backward areas like the West, there are still many units or individuals that do not use electronic documents as official documents, do not believe in the effectiveness of the evidence produced by electronic documents, and the economic development of these areas cannot keep up with the requirements of digital file management. The facility is not in place. Due to economic development and constraints of hardware facilities, the digitization of archival information has been slow or even stagnant. In addition, there are still some rigorous phenomena in some departments, and the legal concept and work habits of staff members still need to be improved. Some units and individuals in relatively backward areas of China believe that electronic documents can be printed as paper documents to make them effective. Because they don't understand the metadata, some of the metadata that was originally attached to the computer system is lost, resulting in incomplete information, but it loses the evidence.

3.2 Restrictions on relevant laws and regulations

Due to the characteristics of digital archives, the actual work of digital archive management must be guaranteed by targeted laws and regulations. But now there is a thorny issue in front of us, that is, at present, China has not yet formulated laws and regulations that are specifically applicable to the management of digital files. Since the digitization of archives information is an inevitable trend in the development of archives worldwide, and is the law of the development of archives industry recognized by scholars all over the world, digital file management will inevitably develop in an orderly manner, so a specialized, systematic and comprehensive A legal norm with guidance is necessary. In response to this situation, we advocate more professionals to join the research of this topic, and strive to formulate targeted laws and regulations as soon as possible so that the Chinese archives can have laws to follow, and archivists can manage files according to law.

3.3 File management mode constraints

At present, China implements a segmented document management mode, which carries out document processing in the early stage and file management in the later stage [8]. Although it is the same document, since its management process is divided into two different stages and is divided into two different departments, it is inevitable that there will be management gaps and work disconnections. The front-end business personnel can rarely take into account some of the professional requirements of the back-end archivists for electronic documents. In addition, the file department has not been explicitly given the power to control the file processing by the archival law, which has caused some difficulties in the management of the files at both ends. Contradictions and conflicts in mediation [9]. In this regard, the academic community has proposed the use of the idea of front-end control to solve this problem, before the formation of documents or the formation of documents to the overall process of file formation until the file archiving process, the pre-set

management functions into the system among them, supervision is carried out during the document formation and maintenance phases.

3.4 Insufficient communication and coordination between relevant institutions

Digital file management involves many departments. Digital archives are transmitted by multiple staffs of multiple organizations. This involves the assignment of powers and responsibilities. How to ensure that all units and departments perform their duties. This is the mechanism that needs to be solved. The most important issue. On the one hand, we need to follow the previous file management system to ensure the normal development of file management. On the other hand, we need to analyze the current development situation, constantly add new content, and gradually improve the old system, so as to make it more credible value and use value.

At present, the document management agencies of the top-level organs of the state have three agencies: the General Office of the Central Committee of the Communist Party of China, the General Office of the State Council, and the National Archives Bureau. They coordinate and cooperate to ensure the smooth management of national document management. However, there are differences in the rules and regulations on document management issued by the General Office of the Central Committee of the Communist Party of China and the General Office of the State Council, and the document rules and regulations promulgated by the two are not supported by special guidance documents. The problem of the file archived eventually. In the same way, there is a situation of separation of management at all levels. These departments have different regulations and lack of communication. In the long run, due to the uncoordinated organization of the state and grassroots units, it is difficult to smoothly develop a digital file management policy, making the documents it is even more difficult for management to carry out unified regulation.

4. Countermeasures for Digital Archives Management in E-government Environment

4.1 Improve subjective cognitive ability

4.1.1 Improve the cognitive capacity of institutional organizations and citizens

Today, e-government offices are inseparable from digital archives, but many government units and individuals in our country still believe that only “touch-accessible” paper files have legal effect, and this idea has been difficult to change in recent years. In response to this situation, relevant government units can jointly convene activities on digital archives to disseminate the meaning and role of digital archives, thereby promoting government units' understanding of digital archives and improving work efficiency. In addition, the grassroots organizations can post relevant posters in the community bulletin board or convey the meaning and role of

the digital files in the form of a theme blackboard to help individuals understand and understand the digital files.

4.1.2 Improve the cognitive skills of file managers

At present, digital archives have largely replaced paper archives in e-government activities. However, due to technical limitations, a small number of file managers have not been exposed to computers. They believe that paper archives management is sufficient to meet the needs of social development, even for numbers. The files are dismissive. There are still some file management personnel who have not received systematic training, and they are also ignorant of digital file management. It is difficult to understand the essence of it, let alone use it in practical work. In response to this situation, we can invite some seniors who have extensive experience in digital file management or professors in related disciplines to train relevant file management personnel to improve their professionalism. In addition, in the future recruitment of file management personnel, we can take the form of question and answer papers to conduct professional examinations for the candidates, so that a group of file management personnel with good foundations can be selected, and they will be specially trained after entering the job. To deepen their understanding of digital files, thereby improving their work efficiency.

4.2 Improve management standards system and laws and regulations

Whether it is the management of paper files or the management of digital files, it must be inseparable from the management standards and norms of complete systems, and must comply with relevant laws and regulations [10]. The effective development of digital archive management must require a complete management standard system to escort. Thus, a standardized system construction is a top priority. If there is no prescribed standard, and there is no basis for digital file management, then many units will be at a loss. The word "management" is even more ignorant, and may even lead to many important digital file information throughout the chaos. Resources are wasted, and the consequences are unimaginable [11]. China's informatization construction should fully consider the national conditions, analyze specifically, and actively avoid this situation.

4.2.1 Promote the construction of the standard system

In general, the construction of the digital archive standard system is a very huge project. Because we need to develop and revise more relevant standards, we can't go to the sky in a short time. First of all, we should develop some of the most basic and most applicable standards system, which means that the digital file standard system we have developed is universal. Then, under the premise of ensuring the integrity and systemicity of the digital file standard system, due to the development of society and the needs of the e-government work itself, we will expand and extend other content to improve the derived branches. Finally, the digital file standard system needs to listen to reasonable opinions and suggestions from all parties, and further modify the standard system suitable for use through the continuous maintenance of archivists.

(1) The National Archives Bureau is required to participate

The National Archives Bureau is the national department that leads the national archives work and is the vane of central and local archives management. At present, there are many departments involved in e-government. Without the participation of the National Archives Bureau, even if the digital file standard system is formulated, the authority will be questioned from all walks of life, and even become a piece of paper. And the construction of the digital archive standard system as a large project, its own construction and implementation also requires the support and help of the national department [12].

(2) The e-government department should participate

The e-government department is a government department that frequently contacts digital files. It is a functional department that needs to follow the digital file standard system in actual file work. The e-government department is an indispensable member of the digital file standard system [13]. The e-government department should take the initiative to participate in the formulation of the digital archive standard system, state the situation in the actual work of the department, and seek and accept the guidance of the archives department, so as to avoid the practicality of the standard system to be developed, so as to develop a targeted A digital file standard system that is helpful to the actual work of the e-government department. In this way, the e-government department will work in accordance with the digital file standards. In addition, due to the participation in the construction of the digital archive standard system, the e-government department will also have a systematic understanding of the management of digital archives, which will help deepen their understanding of the standard system.

4.2.2 Maintain the standard system

A good standard system for digital archives is not static, and should be updated following changes in technology [14]. For example, in terms of file storage, if a convenient and low-cost technology is developed, it will definitely replace the complicated and expensive technology. The digital file standard system is the same and is constantly updated. For example, file cover writing format, archive sorting standards, etc. will be revised and improved for different reasons. There are also some more complicated, outdated and unrecognized standards that will be removed and new standards will be established. This is a long-term process that requires a lot of manpower and time to continually improve maintenance. This is like a server. After the previous build, you can ensure the perfect use of the basic functions, but in the long-term use process, you will find many vulnerabilities, or find that the server still lacks many of the infrequent features of the side. At this point we need to perform regular maintenance on the server, fix the vulnerability, add new features, and optimize the server. Therefore, regular maintenance standards are necessary and scientific.

In addition to the National Archives and E-Government Department, we also advocate other relevant institutions to participate in the development of the standard system, because the developed digital file standard system is oriented to the whole society and is universal [15]. The addition of other relevant institutions not only

embodies the universality of the standard system, but also improves the quality of the standard system. Anyone involved in digital files should follow this standard system. However, it should be noted that we need to determine the main body of the standard, and we must not allow some enterprises or individuals with an attempt to take advantage of it, leading to the pursuit of their own interests in the formulation of standards, which will be authoritative and fair to the standard system. Sexuality can not be underestimated.

4.2.3 Improve relevant laws and regulations

A systematic, complete and rigorous legal and regulatory system is an essential foundation for digital archive management [16]. Foreign countries, especially developed countries in Europe and America, have successively issued a series of laws and regulations on digital file management [17]. These laws and regulations are formulated in accordance with the national conditions of the respective countries. They summarize their experiences in practice, so such guidance documents are practical in practice. When formulating relevant laws and regulations, China can actively refer to the successful experience of foreign countries while deepening the national conditions of China, and summarize the inadequacies of foreign laws and regulations, modify or add new content, and formulate supporting laws and regulations. At the same time, under the general environment of e-government, many developed countries have introduced laws and regulations on the confidential use of archives information resources. The law stipulates the right of the unit and citizens to know about certain government documents, and also stipulates the confidentiality responsibility of the unit or citizen for certain government documents. China can learn from this method to protect citizens' right to know. At the same time as the openness of government affairs, it is also conducive to the supervision of citizens on government departments.

4.3 Strengthen the principle of unified management

4.3.1 Issued uniform regulations

The archives management currently implemented in China is in line with China's national conditions. Nowadays, in the e-government environment, the archives department is required to centrally and uniformly manage the whole process of digital file management, and it is no longer just the management of certain time periods [18]. Due to the constraints of the current document management model, it is implemented in a mess. To address this issue, we first need to have a unified set of regulations. Combine the different rules and regulations of the file formation department and the file management department, and summarize the most practical ultimate regulations. Two departments or more departments have rules to follow in the archives work, and follow the same charter, so even if the files are transferred between different departments, it will not affect their effective management [19]. In addition, we must pay attention to the continuous supplement and improvement of regulations.

4.3.2 Building a unified platform

Due to the special nature of e-government office, the government departments have different businesses. While establishing unified regulations, we should give each department the space to establish its own business. In response to this problem, we can display different business units on a unified platform. Link [20]. For a long time, various government departments have their own systems and office habits, which invisibly restricts the sharing of archive information resources. Therefore, there must be a unified construction platform to avoid the problem of information silos or other waste of archive information resources. In general, the decentralized approach used in some cases is advantageous and necessary under the premise of unification.

4.4 Improve management mechanism

4.4.1 Optimize the organizational system of file management at the grassroots level

Because of the separation of documents, document management and file management are naturally separated. There are differences between the two, and there are even some contradictions. This is the most difficult problem facing digital file management [21]. The most important thing at the moment is to distinguish the rights and responsibilities of the archives file generation department and the archives file management department.

(1) Unified management of all carrier files. Because the digital file is attached to this feature of the computer, its corresponding carrier organization is more complicated, but for the uniformity and convenience of file management, we do not need to specify the digital file, but should constantly supplement and modify the relevant regulations to adapt to the e-government environment. Big background era. The management of digital archives in China draws on the management of many paper archives, which is helpful for the unified management of all carrier files. Coordinating the relationship between traditional and digital archives can greatly improve the efficiency of unified management of all carrier files [22].

(2) Strengthen accountability. When the digital archive is formed, it has the corresponding person in charge in the same way as the traditional paper archive, that is to say, in which department the digital archive is formed, and then the department has the person responsible for it. In order to improve the efficiency of digital file management, accountability should be introduced and strengthened. This not only enhances the account manager's sense of responsibility, but also effectively avoids many unnecessary problems. Even if there is a problem, the corresponding person in charge will bear the consequences. And improve it.

(3) Focus on the construction of key digital file management departments. In order to facilitate management, the digital file formation unit should develop a digital file management department, through the file management personnel and technical personnel, to make a general direction planning and easy-to-use operating system for digital file management, and they should make a global management of

the entire digital file. Control and assume most of the archival work [23]. A similar set of lead departments can enable other departments to obtain targeted guidance in archival work, so that non-archive professionals can follow the complicated digital archives and have a good rule of thumb to improve the efficiency of the department.

4.4.2 Strengthen the construction of digital archives

All digital files will eventually be stored in digital archives as electronic files. Is it safe to save digital files? Whether digital files can be used effectively is a standard for judging a digital archive, so the construction of digital archives is very Important [24]. The construction of digital archives is not a one-off event. It is a huge project that needs to be controlled by the state. In particular, the construction of high-quality digital archives requires a lot of manpower, material resources and time.

First, the state should launch more funds to support the construction of digital archives. At present, even with the overall macro-architecture construction plan, China's multi-site archives library still limits the development of digital archives due to the small size and small number of computer rooms, resulting in many functions of the digital archives not functioning properly. Due to the lack of funds, the digital archives can only choose poor hardware facilities. Therefore, various problems will occur in the later operation. At this time, post-maintenance is used. As we all know, maintenance is a long-term work that needs to be adhered to. If the preliminary preparations are not sufficient, then it is often half the effort [25]. Moreover, in the construction of many digital archives, there is still a lack of funds for post-maintenance maintenance, and the pace of digital archive construction is often stagnant. Therefore, good office conditions and environment require state support.

Second, more professional digital file management personnel should be involved in the construction of digital archives. At present, many regional archives in China only digitally process important archival information resources. There is still a large part of the digital processing of archival information resources that has not been completed. In general, the task is very arduous. Whether it is the talents of digital archive management or the talents of computer system development, the construction of digital archives is very much needed.

It should be noted that some organizations have developed digital archive management systems or archive websites and digital archives generated by management agencies. However, these so-called digital archives rooms have not been approved by the state, and they have not gone through relevant qualification procedures. There are many mistakes in the development and use due to the lack of professional knowledge. In response to this problem, the national archives administrative department should strictly supervise, take the lead, conduct internal inspections of various agencies in various places, and appropriately punish the institutions that have not established relevant procedures to establish digital archives privately, and have management loopholes and errors. The organization's professional guidance is designed to help these institutions get on track with digital file management.

4.4.3 Improve the cooperation mechanism

Archives cooperation is often carried out between various central and local departments in China, and cross-regional cooperation is not uncommon. These organizations conduct various forms of cooperation and exchange from time to time, face-to-face verbal communication, and use of the Internet for cooperation. However, for various reasons, they only share some experience and skills, and do not share file information resources. In response to this situation, we call on all organizations to actively participate in cooperation and exchanges, to share the experience of digital archive management, and to rationally select organizations to share digital archives information resources. This not only spreads useful archive information resources, but also improves the efficiency of their respective administrative activities or archives. The efficiency of activities or archival work.

As the top leading department of archives, the National Archives Bureau can recruit file management personnel or professional scholars from all over the country to discuss the management of digital files because of its own authority. This is also a way of expressing cooperation. We advocate effective cooperation between central and local organizations, learn from each other's skills and experience, and jointly face the challenges of digital file management in the e-government environment.

The most important significance of the development of informatization is that the archives have the essential conditions and possibilities for deeper development and wider use, and also means more threats of leakage, loss and destruction. The most direct manifestation of meaning is the digitization of physical file forms and the digital operation and communication of information contained in archives of more abstract levels. In order to adapt to the requirements of the new era, archives must be transferred from the original relative management to the digital management in the sense of resource integration and effective use. As one of the main modes of digital management of archives in the information society, e-government is more important. In the e-government environment, the research and discussion of digital archives management strategies suitable for China's national conditions is of particular importance to the current construction of digital archives in our country, providing convenient, practical and effective archival information services to all social users.

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