

# Creating and Maintaining Proper Systems for Electronic Record Keeping

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E-Government, in all of its possibilities and permutations, is changing the way government conducts business and captures evidence of that business. Whether government agencies are delivering services via the Internet or just keeping track of contacts through a Web-based database, a range of electronic records challenges and opportunities emerge. This paper discusses those challenges and opportunities, and provides a flexible framework for making the most of new information systems for managing electronic records.