



# Trusted Preservation Service Questionnaire

In PrestoPRIME we are researching the concept of preservation of digital (files) audiovisual content through a preservation service model. We understand that a service (whether in-house or external) will not be entrusted with valuable archive data unless certain criteria are met. This survey is to help us find out what factors are most important in making judgments about trust.

This survey has been inspired by a similar survey carried out by the CASPAR project earlier this year.

The questionnaire should take less than 15 minutes to complete.

## ***Section 1 – about you***

1. **What is your job title and role (please leave blank if you want to)?**
  
2. **What is your main role in the digital preservation lifecycle?**  
Please put an 'x' by the one(s) which best apply to you
  - a) I am involved in production of AV
  - b) I am involved in archiving/preserving/curating AV
  - c) I am involve in using AV from archives

## Section 2 – about preservation services

How important are the following factors when deciding if a digital archive service is trustworthy?

Please indicate the level of importance where 0 is not important and 5 is very important.

**3. Personal contact with staff at a service**

0       1       2       3       4       5

**4. Personal recommendation from others, e.g. a colleague**

0       1       2       3       4       5

**5. Recommendation through a professional network, e.g. AMIA or FIAT**

0       1       2       3       4       5

**6. Proximity of the service (e.g. if it is nearby or in the same country)**

0       1       2       3       4       5

**7. Track record of the service's ability to correctly look after AV and to provide reliable access to AV**

0       1       2       3       4       5

**8. The service creates an audit trail and documents all preservation processes**

0  1  2  3  4  5

9. **There is control of integrity within the service (e.g. digest, checksum, digital signature, other)**

0  1  2  3  4  5

10. **The service conforms to international or national standards**

0  1  2  3  4  5

**Please list any standards you believe are relevant:**

11. **The service has been assessed by a method such as DRAMBORA or TRAC**

0  1  2  3  4  5

12. **Physical security of the service's building**

0  1  2  3  4  5

13. **Security of the contents data against corruption (either intentional or unintentional)**

0  1  2  3  4  5

14. **Marketing of the service**

0  1  2  3  4  5

**15. Are there any other elements which help you decide if a repository is trustworthy? If so please describe them below.**

## ***About Search and Access Services***

### **1. What kind of research UI do you expect from a preservation system?**

- Full text query
- Full text and complex metadata query (as keywords,tags,...)
- Full text query + Query by content
- Query by content (pure CBIR)are-we-today

### **2. How many logical steps do you think are acceptable for getting the content you are looking for?**

- one step, google like: flat result list
- two steps, requiring a further refinement of the first query
- multiple steps browsing results and making use of the results as input for new queries

### **3. According to your experience what is a reasonable response time?**

- from 500ms to one second
- I cannot wait more than a minute
- I can wait some minutes for a good service

### **4. Do you need to save/cache your results for later usage?**

- no I usually work on independent searches
- yes because usually my searches are strictly related one to the other

**5. When you apply for a search, do you prefer the “exact match” or the “similarity” approach?**

I prefer the exact match with high precision

I prefer the similarity approach with lower precision but high recall

### **Section 3. Governance and planning**

**This section is about whether the service has well defined plans relating to its governance and operations.**

**Please indicate the importance of the following types of plan:**

a. Business plan

0       1       2       3       4       5

b. Ingest/acquisition plan

0       1       2       3       4       5

c. Staffing plan

0       1       2       3       4       5

d. Access/distribution plan

0       1       2       3       4       5

e. Technical plan

0       1       2       3       4       5

f. Succession plan (what should happen if the service ceases to exist)

0       1       2       3       4       5

g. Disaster plan (what would happen if there was a fire/flood etc.)

0       1       2       3       4       5

h. Preservation plan (for the data held by the service)

0

1

2

3

4

5