Using Artificial Intelligence Technology to Build the User-Oriented Platform for Integrated Archival Service

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Abstract : Tthis study will describe how to use artificial intelligence (AI) technology to build the user-oriented platform for integrated archival service. The platform will be launched in 2020 by the National Archives Administration (NAA) in Taiwan. With the progression of information communication technology (ICT) the NAA has built many systems to provide archival service. In order to cope with new challenges, such as new ICT, artificial intelligence or blockchain etc. the NAA will try to use the natural language processing (NLP) and machine learning (ML) skill to build a training model and propose suggestions based on the data sent to the platform. NAA expects the platform not only can automatically inform the sending agencies' staffs which records catalogues are against the transfer or destroy rules, but also can use the model to find the details hidden in the catalogues and suggest NAA's staff whether the records should be or not to be, to shorten the auditing time. The platform keeps all the users' browse trails; so that the platform can predict what kinds of archives user could be interested and recommend the search terms by visualization, moreover, inform them the new coming archives. In addition, according to the Archives Act, the NAA's staff must spend a lot of time to mark or remove the personal data, classified data, etc. before archives provided. To upgrade the archives access service process, the platform will use some text recognition pattern to black out automatically, the staff only need to adjust the error and upload the correct one, when the platform has learned the accuracy will be getting higher. In short, the purpose of the platform is to deduct the government digital transformation and implement the vision of a service-oriented smart government.

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