

List of possible case study questions that the researchers may ask the subjects of their case studies to acquire the information necessary to answer the 23 questions

Words to listen for as clues to authenticity, reliability, and accuracy:

Genuine, original, authentic, forgery, fake, fraud, unaltered, corrected, verified, accurate, dependable, counterfeit, bias, slant, quality, precision, realistic, integrity, legitimacy, manipulated, contrived, artistic license, intellectual property, historical integrity.

1. Describe what you do and what digital information you create
2. What do you want to express in your work (e.g. behaviour, form, structure)? What do you want people to experience, learn or know from your work?
3. What is the purpose of this information?
4. What form does your information take?
5. What kinds of computer files do you create (e.g. text, image, spreadsheet, e-mail, database, CAD, etc.) to accomplish the goals you've just described?
6. Do you have a standard way to name the various files? Do your file names ever change?
7. How do you organize them into directories and sub-directories?
8. How did you decide on that structure?
9. Did you create or adopt a standard list of information that you try to record about each file, or work?
10. Where did you get it? Do you know if others use the same one?
11. Do you create all your files on the same system?
12. What operating system are you using? What software packages?
13. Do you need special equipment connected to your computer?
14. Do you create paper documents/files as well?
15. How are they connected to the computer files?
16. How do the files and the technology interact to produce the results you want? Name all the software you need to have running on your computer to work and discuss what they do.
17. Does your document/work follow rules that are laid down by someone else? Do you need authorization to carry out your activity? What is the status of a document/work that was made in breach of these rules?
18. Do you work alone, or do you collaborate with others? Do you have staff?
19. Do these others have access to your files?
20. Can you describe who has what type of access to your files, at which points in the process, and the nature of the work they do with the files?
21. Is it important for you to follow a specific procedure in creating a document/work? Is there something distinctive about how you

create a work that distinguishes it from other people's works of a similar nature? Are there steps that you go through that influence the final product in such a way that skipping a step would be noticeable?

22. Does anyone need to give you permission or authority to create documents? Do you have some official capacity that gives your documents/work a credibility that would be lacking in the work of someone without such capacity? (*The latter use of capacity might be academic degrees or experience to distinguish an amateur from an academic.*)
23. Does anyone ever critique or audit your documents/work? What standards do they use to evaluate your documents/work?
24. How do you know when your work is finished? That it has enough information to meet the goals for which the work was created?
[or] What do you consider the definitive version of your work? Why?
25. Does it matter to you if your documents/work might contain an error?
26. How would someone know that one of your documents/works has not been altered over time? That it remains true to the form and content in which you created it? What is the status of a document/ work that has been altered?
27. After you publish your [work], let's say drafts, notes, letters, or other things are left over. Do you want them to survive intact as long as your [work] lasts? (*Key distinctions between product and by-product.*)
28. Do you label or mark your work in any way to show that they are yours? (*Re reliability*)
29. If someone damages your documents/work in saving them, or if you left mistakes in them, would you want those damages or errors noted? (*Re authenticity and accuracy*)
30. Explain what meaning the following words have, if any, in the context of your work: "reliable", "authentic", "accurate".
31. Which aspects of your documents/work are influenced by accuracy? What does it mean to describe your documents/work as accurate?
32. Would it be possible for someone to criticize your documents/ work as inaccurate? How might someone correct your documents/work?
33. What is the relationship of your documents/work to 'reality'? To what extent is it important that any facts in your documents/work be accurate? How would one assess the truthfulness of your documents/ work?
34. Have you had to make rules, or adopt standards to help you in your work? Do you find you have to update them regularly?
35. How would someone verify your documents/work? How would they be able to tell that it is by you? That it was created (at least roughly) at the time it is dated?
36. In 100 years, how would someone know that a document/work is yours? Does this matter, and in what sense?
37. How would someone know that one of your documents/works has not been altered over time? That it remains true to the form and content in which you created it? What is the status of a document/ work that has been altered?
38. Do you take measures to ensure that your documents/work are not altered over time, or that you can detect any changes (intentional or environmental)?
39. Do you have a standard procedure when it is time to preserve them for the long-term?
40. Do you keep the files in the same system that you created them in, or do you move them to another system? If yes, what do you move them to?
41. Do you save everything, or just selected files?
42. If you are saving files in a second system, does this system inherit or derive any information from the system you used to create the files originally?
43. Do the files stay organized the same way as when you were using them, or do you organize them differently when you are finished?

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44. Have you ever had trouble retrieving something you had created earlier, due to passage of time?
45. Once the files are “stored”, is there any record of people accessing them, or modifying them later? What kind of information is collected?
46. Do any legal or ethical issues arise from your electronic work?