



RAI - Radiotelevisione italiana

RAI is the national public broadcasting company of Italy, owned by the Ministry of Economy and Finance. RAI operates many terrestrial and subscription television channels and radio stations. It is one of the biggest broadcasters in Italy competing with Mediaset, and other minor radio and television networks. RAI has a relatively high television audience share of 35.9%. RAI broadcasts are also received in neighbouring countries, including Albania, Bosnia, Croatia, Malta, Monaco, Montenegro, San Marino, Slovenia, Vatican City, Switzerland and Tunisia, and elsewhere on pay television. Half of RAI's revenues come from licence fees, the remainder from the sale of advertising time. In 1950, RAI became one of the 23 founding members of the European Broadcasting Union.

Interview with Andrea Mauri, Copyright Dpt. RAI

What does the archive management consider to be their main priorities at this time?

The requests of content present in the archive have increased. Regarding the rights management, at this time the main priority is continuing the rights clearance requests for the broadcasting activity and its web publishing even if the team is in smart working from home.

Which (if any) archive activities have stopped completely, if only temporarily?

None of the activities has stopped.

If unable to access physical collections, what impact does that have on the archive services?

Less personnel were involved in the access to physical collections, but the activities have not stopped. Even though we are unable to access physical collections required to the rights clearance requests, the digitized records provide for the continuation of activities from remote.

Are staff still able to work on site or only from home? If working from home, what are the operational challenges and how does that change the services that the archive offers?

Practically all the archive team is working from home by connecting and using devices required to performing the job task as if they were in the office.

If more people are working from home, has cyber security been an issue and what measures have you had to put in place to deal with this?

People working from home connect to the company system through a VPN and access it by a triple identification system. The company allowed people that do not have a pc at home to take their computer from the office.

Are you able to access rights information (if needed) during this period?

We are able to access rights information by connecting to the devices provided by the company and by digitizing the records.

How is the rights information organised and accessed?

By using the Rai Multimedia Catalogue (our Media Asset Management) and other different company databases, it is possible to research and consult administrative and contractual documents required to the rights clearance requests.

What lessons are being learned from the crisis and what would you have done differently if you'd had more time to plan?

It has been understood that a part of the work can be done at home. Furthermore we learned that it is also necessary to digitise minor and less consulted archives that contain less important information.