

The Future is Already Here

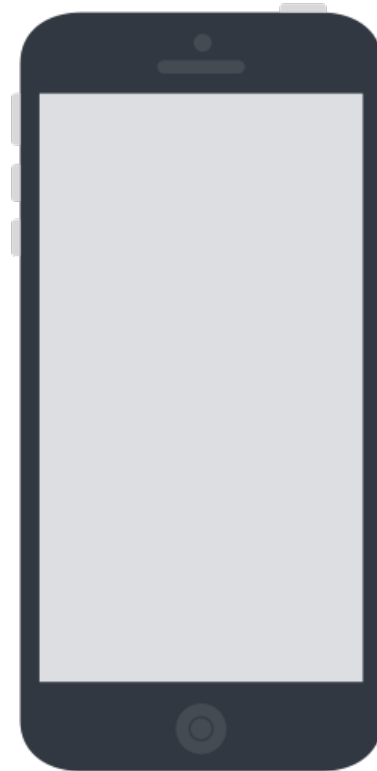
Managing public records in a
changing technological landscape

Mobile Devices and Social Media for Local Government

Jim Cundy
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Advantages of BYOD

- Increases productivity
- Connects age groups
- Lower IT spending
- May lower security risk
- Work anywhere



Problems with BYOD

- Privacy
- Records Management
- Open records requests/eDiscovery
- Inappropriate devices
- Personal v. professional use
- Lost devices/terminated employees
- May heighten security risks
- Support



What to do?

- Mobile Device Management/Mobile Application Management
- Backup
- Simple security fixes
- Policy
- Training
- Acceptance
- Consistency

Benefits of Social Media

- Reaching Constituents
 - Alerts
 - Updates
 - Education
- Provision of services
- Increased transparency
- Increased efficiency
- Increased collaboration among agencies



Drawbacks of Social Media

- Comments (e.g., bullying)
- Records Management
- Open Records requests/eDiscovery
- Security
- Work/personal



What to do?

- Remember these are public records
- Monitor comments closely/turn comments off
- Only post records that are maintained elsewhere
- Have a policy in place – enforce it consistently

Electronic



Records



**Management
Systems**



**Kris Stenson
Oregon State
Archives**



File Structure

HR Administration

Americans with Disabilities Act Records

ADA

Blue Sky Advisory Committee Records

Blue Sky Advisory Committee Records (P)

Blue Sky & Best Practices

Blue Sky Committee Meeting talking points for Jean.doc

ORS 240 Work Group

Performance Management

Criminal Background Check Records

Background Check Forms

criminal background check logs

Employee Personnel Records

Emergency Notification Forms (P)

Employees and Individual Employee Personnel Records –
Current and Past (P&E)

PERF EVAL

Recognized Service Dates

Special Merits

TS Removal

Discipline/Grievance Files (P)

RACF_ID.Temps

RACF_ID-perm-emp.doc

Personnel folder request log.xls

Employee Action

AUDITS.xls

Employee Eligibility Verification Forms (I9)

INS EMPLOYVERIF.DOC

Federal and State Records and Reports

Affirmative Action Records

Equal Employment Opportunity Records

Archived EE Files

FMLA/OFLA

FMLA_OFLA

FMLA_OFLA Files (P)

Internal Audit Reports

HRSD Audits

HRD Policy Audits

MPL Audit

HRD Audits

Policy Audits

Legal Actions

Jones law suit

Smith, R.

Young

Position Description and Reclassification Records

Audits Class Study 05

Classification Files (P)

Class Study

PAS 2.pdf

PAS 3.pdf

POSITION DESCRIPtions

RECLASS

Turnover

Window III

Window III & IV

2004 Internal Auditor Salaries.doc

Position Inventory Control System (PICS) Reports

DAS Reports (P)

“Filing System”

360 Feedback	Donated Leave	MPL Audit	Special Merits	For Your Improv.doc
2007-2009 Budget	Emergency	NEO packets-Erin	Strategic Plan	HB2157.doc
2007 year end	Employee Action	Office Forms	Student Worker	HR Standards.doc
AA	Employees	Ofc. of Admin. Hearings	Technology Plan	HRDBrochure04gray.pdf
Adams law suit	Erin's Stuff	ORS 240 Work Group	Training	HRDBrochure04.pdf
ADA	FLSA	PERF EVAL	TS Removal	INS EMPLOY VER.doc
ADR	FMLA_OFLA	Performance Mgmt.	Turnover	J's BIA questionnaire.doc
All Staff Meeting	Forms	Permanent Financing	Window III	Leadership qualities.doc
Archived EE Files	Hiring Freeze Reporting	Personnel Manual	Window III & IV	MOU, Jones.doc
Audits Class Study 05	HRD Policy Audits	Prsnl Pol Review-Erin	Young II	MOU, Smith.doc
Background Checks	HRD Photos	Position Descriptions	2004 Intern Audit Salaries Audits.xls	ORG Charts.ppt
Business Continuity Plan	HRSD Audits	RECLASS	Blue Sky Brochure 2007.pdf	PA Form.doc
Central Services Survey	Injured Worker IGA	Recognized Svc. Dates	EEO Self Report Form.pdf	PAS2.pdf
Class Study	Layoff	RECRUITING	EE's w-differ(NEW).xls	PAS3.pdf
Contested Case Forms	Mailing list recruitment	Recruit. Work Grp.	EE's w-differ.doc.xls	Pers.Folder Request log.xls
Desk Manual	Misc. Ltrs	School-to-work	Employee Files.doc	Policy Changes2007.doc
			ExecOfc.doc	Policy Changes.doc
				RACFID.Temps.doc
				RACFIDPerm.doc
				Skills Matrix.doc
				Succession Planning sow.doc
				SummerIntern3.07.doc
				SummerIntern3.15.doc

Paper vs. Electronic in the Office

- **Who controls the records?**
 - **Paper:** central, often “gatekeepers”
 - **Electronic:** distributed, every employee touches
- **How much is there?**
 - **Paper:** a lot, but limited to space at hand
 - **Electronic:** Infinite invisible piles known to nobody but IT

Paper vs. Electronic in the Office

- **How do we dispose of all copies?**
 - **Paper:** Pull official copy from file cabinet, destroy. Hope there aren't a bunch more in desks.
 - **Electronic:** “Official Copy”, copies in personal drives, email, thumb drives, burned discs, backup tapes.....
- **Do we even want to dispose of it?**
 - **Paper:** Yeah, that pile is getting pretty ungainly
 - **Electronic:** Nah, storage is cheap, plus I don't actually have to look at it.

Further Questions

- **Can we find records when needed?**
 - Too much stuff, poorly organized
 - Public records requests= **time** and **\$\$\$**
- **How about security?**
 - Can we control and secure our records?
- **How do we maintain access over time?**
 - Software, hardware, formats, etc.
 - Inventories and migration plans

Electronic Records Management System



Records created
& received
electronically



Records are filed & managed
for access, maintenance &
destruction electronically



Records created
& received in
hard copy

ERMS Benefits

- **Government Efficiency**

- Paper and electronic information managed together
- Dramatic improvements in response time for public records and e-discovery requests = **public happier**
- Server space reduction: less unnecessary redundancy
- IT resources available for other projects

ERMS Benefits

- **Transparency & Accountability**
 - Information is easy to locate and find
 - Rules are consistently applied to all information
 - Security classifications control access
 - Audit trails of all actions taken
 - Information created is systematically and routinely managed and maintained.

Selecting an ERMS: Prep

- Know your state laws, rules, requirements
- Talk to state RM authorities
- Understand your needs and goals
- Tally your internal resources:
 - Budget
 - Expertise
 - IT
 - Time available

Selecting an ERMS: Vendors

- Talk to colleagues, community
- Look closely: ERMS \neq EDMS
- Match product to your scale
 - “best” product might overwhelm your office
- Be clear about ownership of data, interoperability & portability, “exit clauses”
- On-site or hosted solution?
- Training and support plan

Implementing an ERMS

- **DO:** Communicate clear goals to all participants (admin, IT, users)
- **DO:** Focus on change management
- **DO:** Start with a pilot group that is eager to go
- **DO:** Pick a coherent batch of first records for best success
- **DO NOT:** Try to hit everything at once
- **DO NOT:** Tackle backlog first- “date forward” gets the ball rolling.

ERMS for Best Effect

- Chance to scrutinize, revamp old procedures
 - Don't just replicate old inefficiencies
- Fix issues at the beginning
 - Plan for future needs
- Start small, but aim big for best benefit
- Be ready to adjust
- Go ahead, brag a little

Questions?