The Future is Already Here

Managing public records in a changing technological landscape
Mobile Devices and Social Media for Local Government

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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
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 EMPLOY VERIF.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”
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 ≠ 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?