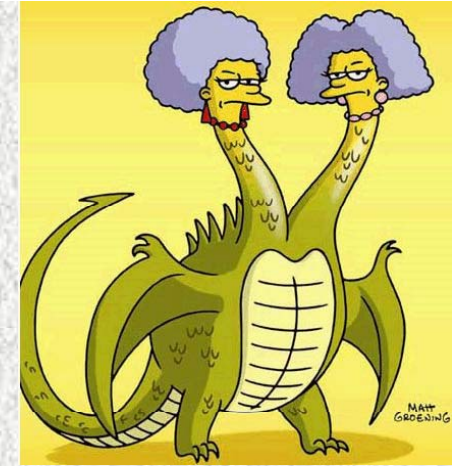


Managing Records in Multiple Formats The Hydra-Headed Dragon



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Presented by Donna Read, CRM

Senior Records Analyst- NARA

Vice President, Florida Gulf Coast

ARMA Chapter



AGENDA

- **Defining the current situation**
- **Skills sets required to attack the current status**
- **Tools necessary to win**
- **Strategic choices**

What Is The Current Situation?

- Decentralized control of records & information
- Records & data kept too long
- Unprotected “vital” records
- Technological advances not being applied to data management
- Information explosion!
- Growth of electronic data
- E-Commerce
- Paper isn't going away soon
- Minimal knowledge of records management

More Than Just Management of Records

- **Structured or Unstructured Data**
- **Records**
- **Documents**
- **Assets**
- **Information**
- **Knowledge - Context**
- **Content**

What Is Meant By Multiple Formats?

HTML

TIFF

BMP

PDF

XLS

ASCII

JPEG

WORD

GIF

PNG

17,000 have been counted so far....

What About Media??

- **WORM**
- **Optical Disk**
- **CD-ROM**
- **DVD**
- **DAT**
- **Magnetic Storage**
- **RAID**
- **DVD – Blue Ray**

Where Does It All Live?

- **Servers and Networks**
- **Disk Drives**
- **Laptops**
- **Web**
- **Jump/Thumb/Flash Drives**
- **Cell phones/PDAs**
- **Camera**
- **On a contractor's server in India**

Current Situation

“Thumb Drives ? the New Portable and Convenient Way to Lose Data”



Too Many Choices

What'll it be...Paper or Plastic?



Skill Sets Needed to Succeed

- **Business analysis & project management**
- **Finance & Budget**
- **Organizational skills**
- **Risk analysis & asset management**
- **Understand records & information management**
- **People skills**

Where Do You Begin?

- **Obtain management support**
- **Assess the situation to a build business case to take action**
- **Collect data about the data**
- **Create a plan**
- **Bring the troops along with you**
- **Plan to implement & implement the plan**

**This is
WAR!!!**



Time to Bring Out the Heavy Artillery



CFLOP

- **C = Command**
- **F = Finance**
- **L = Logistics**
- **O = Operations**
- **P = Planning**

Command & Control

➤ **Records, data, content, information must be controlled.....therefore someone has to get command of the situation in order to control “it”!**

➤ **Control does not mean stifle or suppress**

We allow our children to play and ride bikes....but not on the roof.

Not trying to keep people from doing their jobs.



Command

- **Stakeholders -Senior Mgt – IT – employees – customers – public – investors**
- **Organizational Charts – who is generating the information/data/records/content**
- **Business analysis – workflow to determine how the information/data/records/content etc. moves within the office/division/organization**
- **Data Maps – maps of where the information /data/records/content lives, owners, formats...**

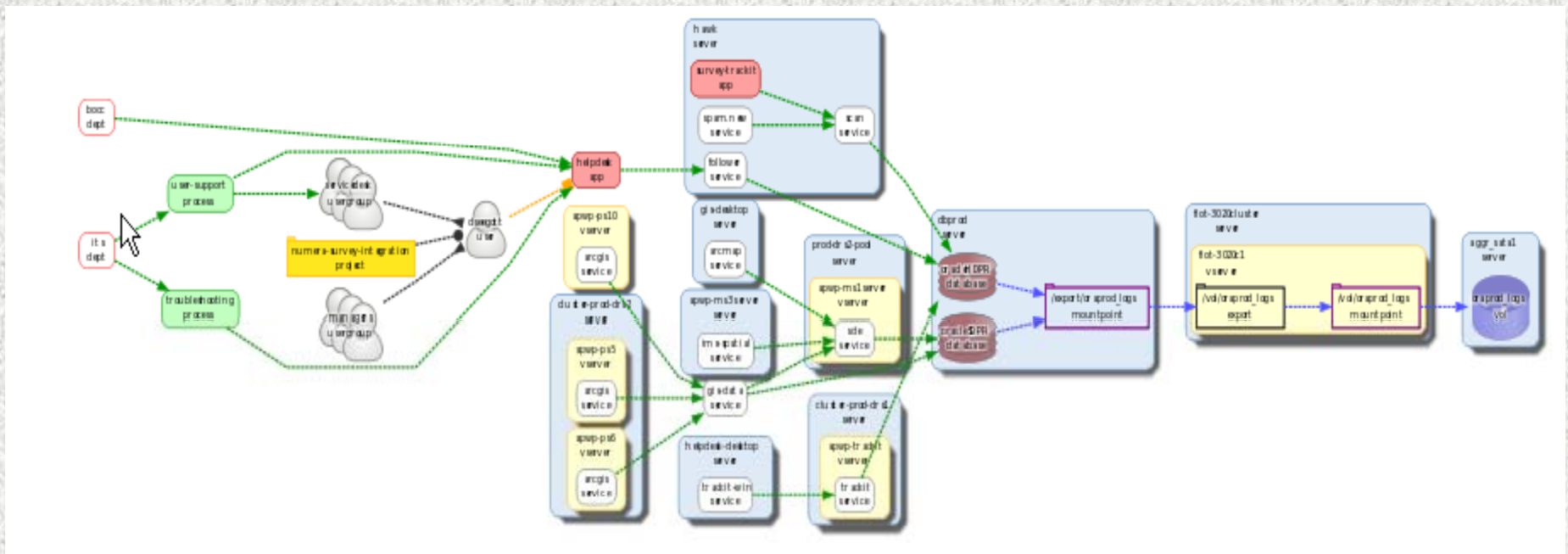
Data Maps

- **Spreadsheet or a database or a chart**
- **Type of data – records, documents, raw data, non-records, etc.**
- **Who is the owner of the data**
- **What is it used for**
- **Is it used for program or administrative needs**
- **What format is it in – include information about proprietary software and versions**
- **What media does it reside in – paper, electronic, microform**

Data Maps cont.

- **Where is it located – servers, hard drives, file cabinets, in the basement, under the desk...**
- **If it is electronic what is the name of the system where it lives**
- **What is the volume – linear feet or terabytes**
- **Is it a record, if yes then it is a vital record, does it have a disposition assigned to it**
- **What is the date range of the data – record or non-record**
- **Which version is the official record**

Data Map



A

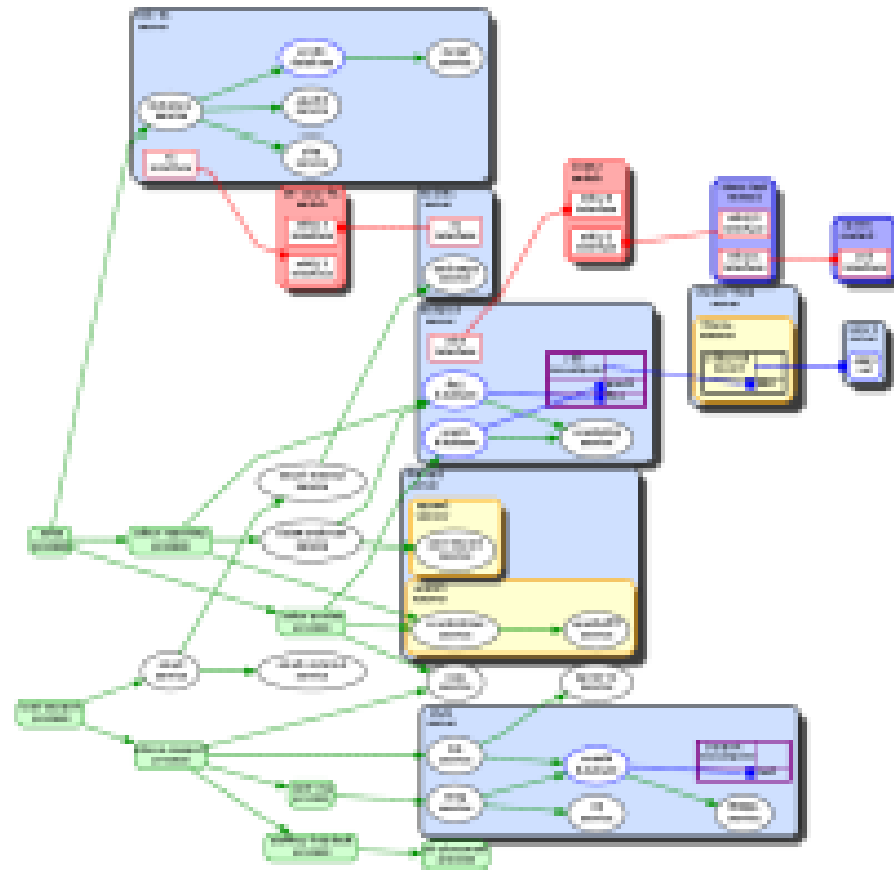
Data Maps cont.

PathwaySystems.com

B

Chapter 3. Systems Dependencies

Figure 3.11. Sales System Dependencies



Planning

- **Stakeholders – who needs to be involved – “IT” is always at the table**
- **Use workflow and data maps to perform risk analysis and prioritize the data**

**Where is the most valuable information
What form is it in
Are there any burning buildings that
need immediate attention**

Planning cont.

- Use data maps & file plans to determine what is the “official” record – duplicates abound
- How much protection for litigation does the organization need
- What business processes can be automated – which ones cannot



<http://www.washington.edu/provost/oim/dmc/datamap.html>

Planning cont.

- **Is the organization going to digitize legacy data – draw a line in the sand**
- **How is the data going to be migrated in the future**
- **What are we doing with the paper after we scan it**
Do we have legal requirements to hang onto the native format
- **Are we going to outsource some of the work**

Finance & Budget

- **Stakeholders – Senior mgt. – employees – investors – IT – customers.....**
- **Use ROI to determine best use of your funds**
- **Scanning – will it save you \$ or cost you \$**
- **Real Estate – using office space to store records is more costly than offsite storage**



Finance & Budget cont.

- **Staffing – do I need to increase staff if I purchase more software**
- **Hardware/software cost – 17% of initial cost every year thereafter**
- **Keeping data culled on servers saves \$ and time**
- **Has the cost of migration of the data been taken into account**

Logistics – Efficient Flow of Goods, Information & Other Resources

- **Records retention schedules & file plans**
- **Metadata captured – classification schemes**
- **Metrics determined**
- **Naming conventions**
- **Specifications for scanning, importing, and other technological processes - RFID, etc.**
- **Reporting requirements**

What is Records Management

- The planning, controlling, directing, organizing, training, promoting, and other managerial activities
- **CREATION**
 - made or received in the course of business
- **MAINTENANCE AND USE**
 - involving the storage, retrieval, and handling of records
- **DISPOSITION**
 - what you do with the records at the end of their lifecycle

Why Should You Care About Records Management?

➤ **Records Management is just a common sense way to make sure you can find information when you want it.**

and

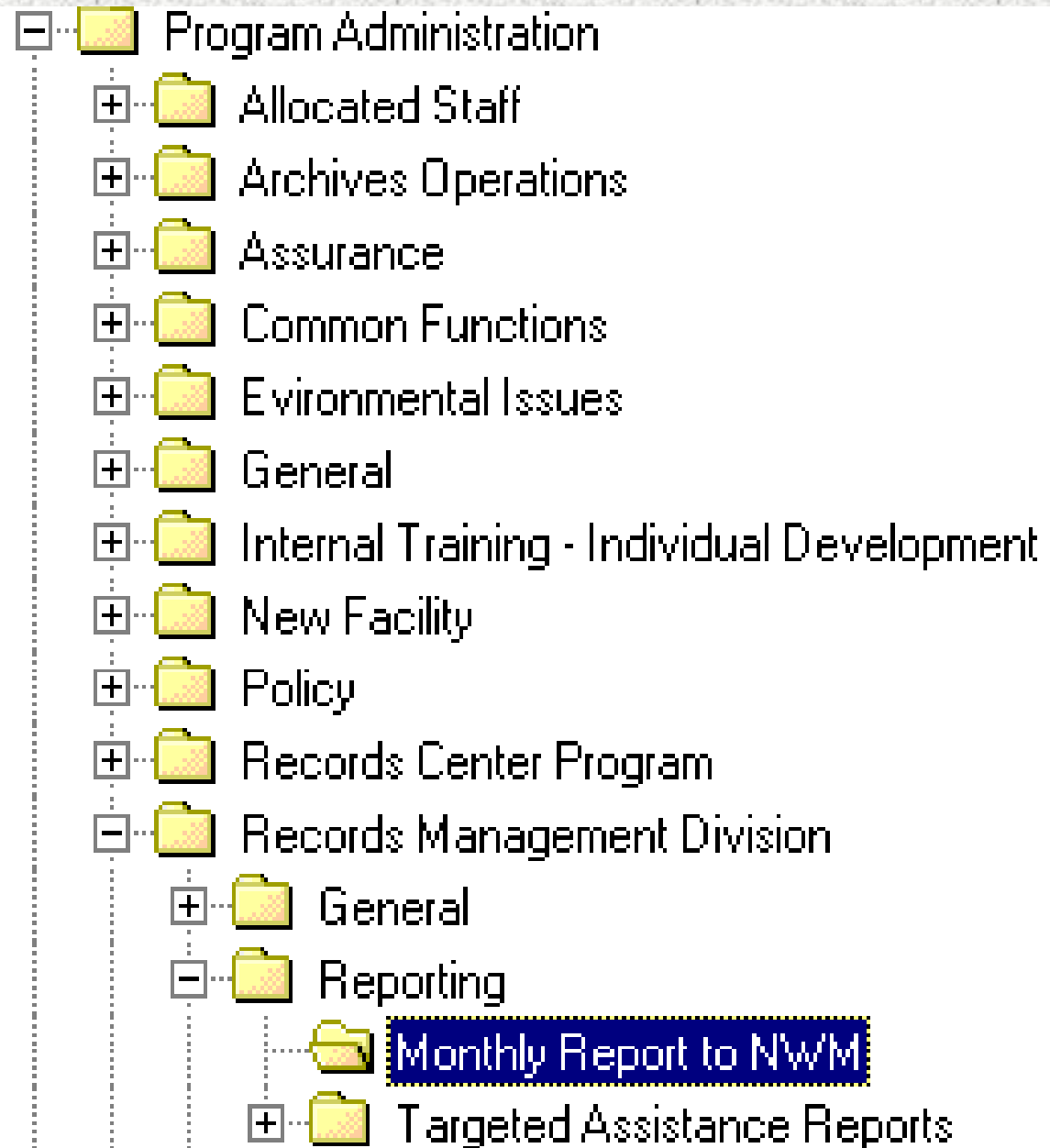
➤ **Increases operational efficiency and saves money**

and

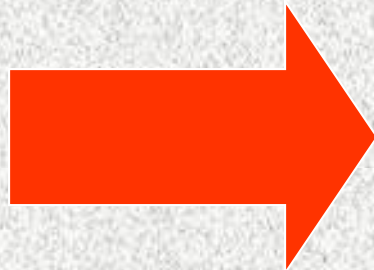
➤ **Provides protection during litigation & reduces risk**

Naming Folders

YES

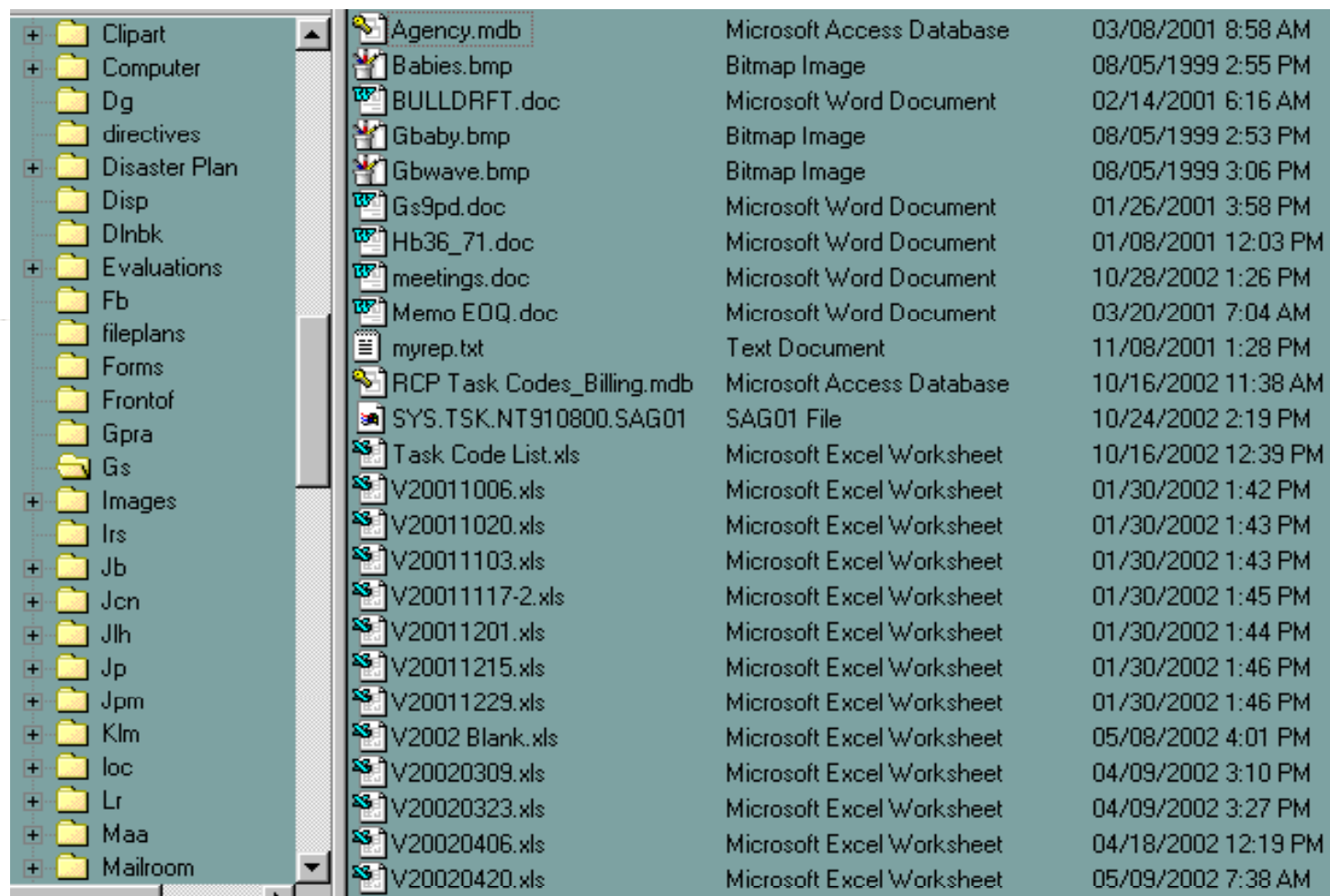


NO!
No,
no



- [-] Records Management Division
 - [+] General
 - [+] Outreach & Training
 - [+] Records Management
 - [+] Special Projects
 - [-] Stuff
 - [-] Things
 - [+] Marks - KEEP OUT

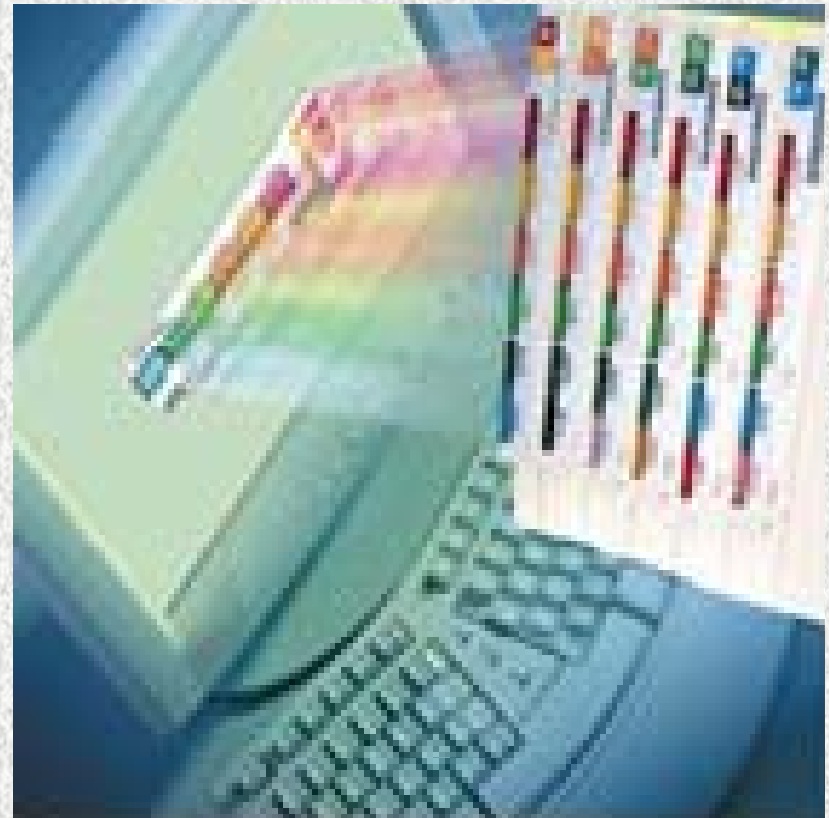
Sample of Uncontrolled Shared Drive















The screenshot displays a Windows file explorer window. The left pane shows a directory tree with folders such as Clipart, Computer, Dg, directives, Disaster Plan, Disp, Dlnbk, Evaluations, Fb, fileplans, Forms, Frontof, Gpra, Gs, Images, Irs, Jb, Jcn, Jlh, Jp, Jpm, Klm, loc, Lr, Maa, and Mailroom. The right pane shows a list of files with their names, file types, and dates/times.

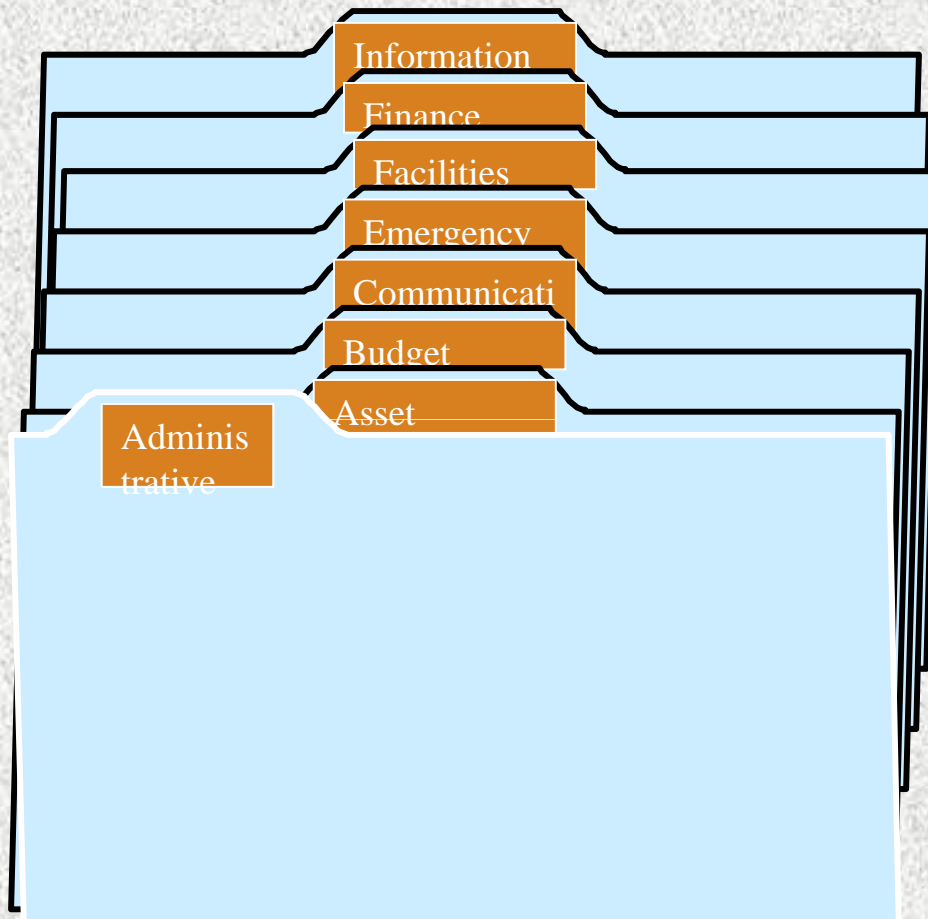
Agency.mdb	Microsoft Access Database	03/08/2001 8:58 AM
Babies.bmp	Bitmap Image	08/05/1999 2:55 PM
BULLDRFT.doc	Microsoft Word Document	02/14/2001 6:16 AM
Gbaby.bmp	Bitmap Image	08/05/1999 2:53 PM
Gbwave.bmp	Bitmap Image	08/05/1999 3:06 PM
Gs9pd.doc	Microsoft Word Document	01/26/2001 3:58 PM
Hb36_71.doc	Microsoft Word Document	01/08/2001 12:03 PM
meetings.doc	Microsoft Word Document	10/28/2002 1:26 PM
Memo EOQ.doc	Microsoft Word Document	03/20/2001 7:04 AM
myrep.txt	Text Document	11/08/2001 1:28 PM
RCP Task Codes_Billing.mdb	Microsoft Access Database	10/16/2002 11:38 AM
SYS.TSK.NT910800.SAG01	SAG01 File	10/24/2002 2:19 PM
Task Code List.xls	Microsoft Excel Worksheet	10/16/2002 12:39 PM
V20011006.xls	Microsoft Excel Worksheet	01/30/2002 1:42 PM
V20011020.xls	Microsoft Excel Worksheet	01/30/2002 1:43 PM
V20011103.xls	Microsoft Excel Worksheet	01/30/2002 1:43 PM
V20011117-2.xls	Microsoft Excel Worksheet	01/30/2002 1:45 PM
V20011201.xls	Microsoft Excel Worksheet	01/30/2002 1:44 PM
V20011215.xls	Microsoft Excel Worksheet	01/30/2002 1:46 PM
V20011229.xls	Microsoft Excel Worksheet	01/30/2002 1:46 PM
V2002 Blank.xls	Microsoft Excel Worksheet	05/08/2002 4:01 PM
V20020309.xls	Microsoft Excel Worksheet	04/09/2002 3:10 PM
V20020323.xls	Microsoft Excel Worksheet	04/09/2002 3:27 PM
V20020406.xls	Microsoft Excel Worksheet	04/18/2002 12:19 PM
V20020420.xls	Microsoft Excel Worksheet	05/09/2002 7:38 AM

Electronic files can be structured like record filing cabinets...



Administrative

Name	Type
 Asset Management - Property	File Folder
 Budget	File Folder
 Comments	File Folder
 Communications	File Folder
 Emergency Management & Dis...	File Folder
 Facilities	File Folder
 Finance	File Folder
 General	File Folder
 Information Technology	File Folder
 Labor	File Folder
 Procurement (FAR)	File Folder
 Records Management (internal)	File Folder



Operations

- **Stakeholders – IT big time – users**
- **CONOPS – Concept of Operations**
- **How is the enterprise going to implement and control the data/information/records/content**
 - 1. Are they going to move to a digital world only**
 - 2. Are they going to continue to manage a hybrid animal**
 - 3. Are they going to ignore the problem and accept the associated risks**
 - 4. Are they going to ignore the past and leave the legacy data behind**

Operations cont.

- **How is the migration of data going to be carried out and by whom**
- **Who is responsible for security of the data and how is it carried out**
- **If a system is purchased what are the characteristics of the system – RM/email/workflow...**
- **How are people going to be trained and who pays for it**
- **Backup and archiving**

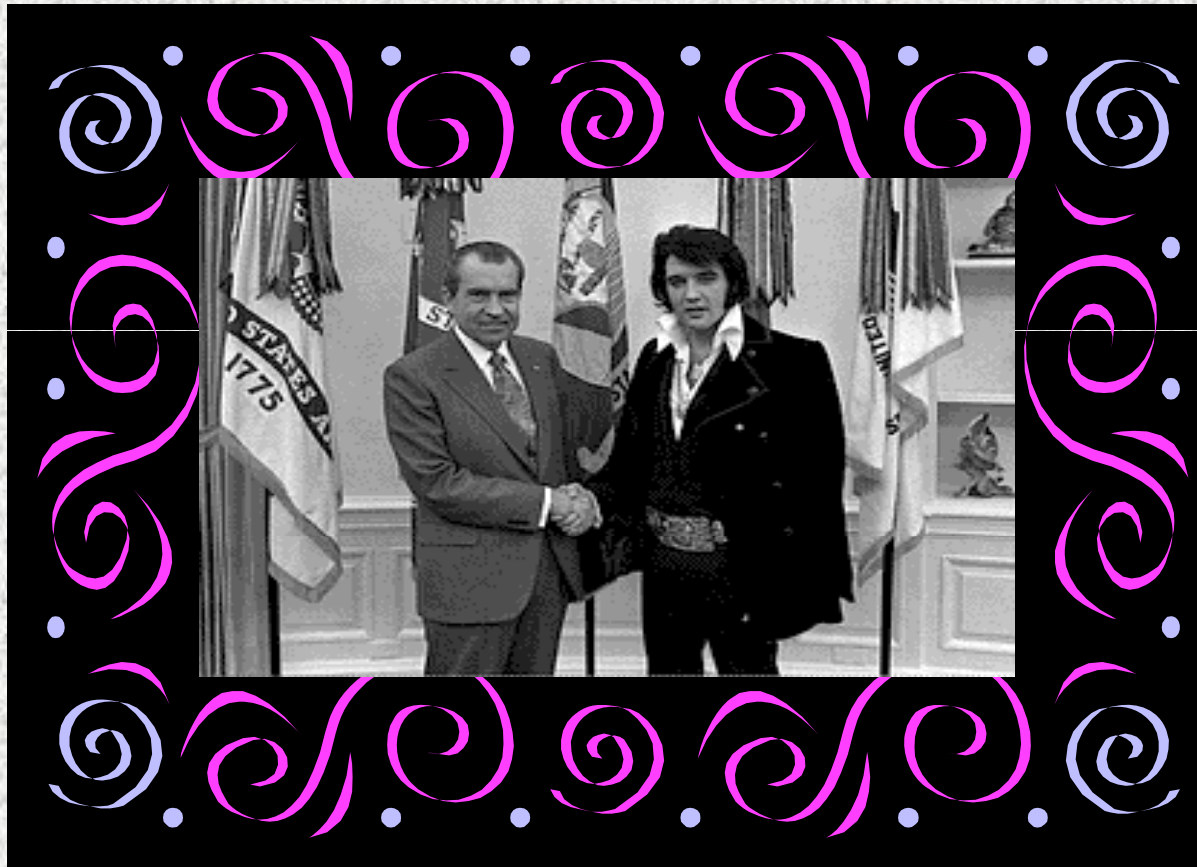
CFLOP

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Summary

- **The current environment is a war zone**
- **Rectifying the situation requires specific skill sets, tools, lots of planning, tenacity, and creativity**
- **Hard choices have to be made and these are sometimes driven solely by funding**
- **It will take time to win this battle and the troops may threaten to mutiny on occasion**
- **Your plan will change – it is inevitable**

But You Will Win and Be Crowned the King



Thank you, thank you very much!

Donna Read, CRM
dlread@donnaread.com