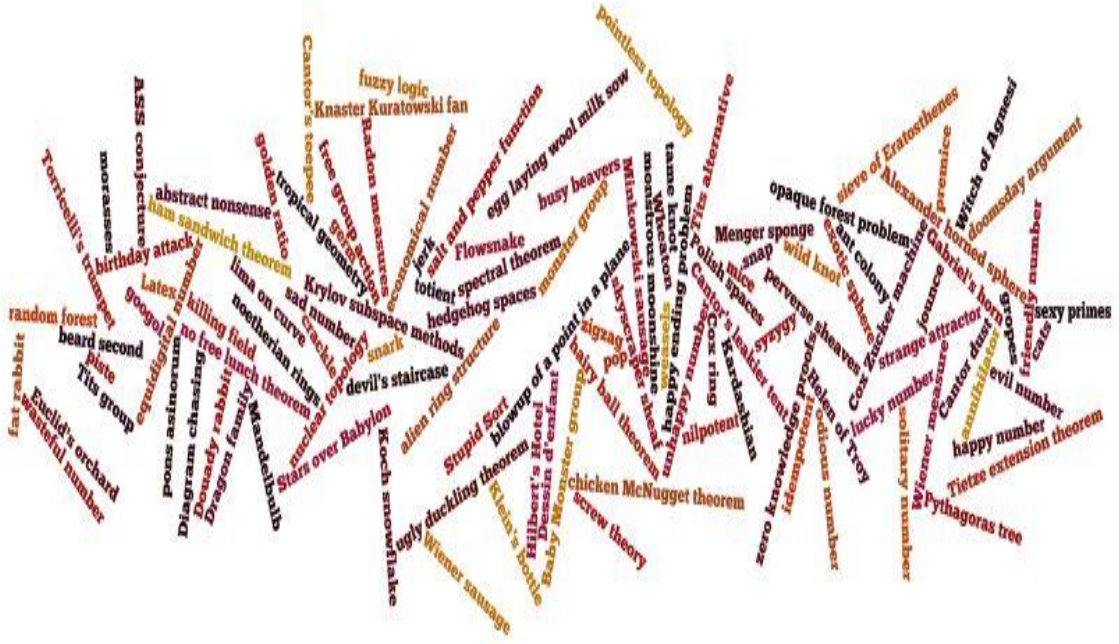
# You Say Tomato, I Say What??

## Defining Your Terms: Electronic Records





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# Overview

- Basic terms and definitions you need to know – Electronic records
- Basic terms and definitions you need to know – IT and software
- Putting it together

# Για σου! *(Yes, this is Greek) Hello!*

## Σήμερα μιλάμε απλώς κατακράτηση

(Símera miláme aplós katakrátisi/Today we simple talk “plain talk” records and retention

- **Γιατί? (Giatí?/Why?)**
  - *Because ‘normal’ people have trouble understanding us when we approach them about records and retention*
- **Τι πρόβλημα? (Ti próvlima?/What Problem?)** Which one do you relate to most?
  - *People avoid me when they see me coming,  or their eyes glaze over*
  - *Retention Schedules are pretty easy to read, so why don’t people ‘get’ them?*
- **Γιατί είναι ένα πρόβλημα? (Giatí eínai éna próvlima?/Why is it a Problem?)**
  - *They don’t understand the importance of records management and how it fits into the big picture*
- **Γιατί δεν καταλαβαίνουν? (Giatí den katalavaínoun?/Why don’t they understand?)**
  - *Really? Records management can be confusing.  Remember the first time YOU saw a retention schedule?*
- **Πώς μπορώ να τους μιλήσω?? (Pós boró na tous milíso?/How do I talk to them?)**
  - *Let’s talk common issues (and bring chocolate) so we can talk about records maybe understand better*

****Thank you, Cynthia Jones, I shamelessly borrowed this!*

# Everybody's talking at me…don't understand a single word they're saying

Ever come out of a meeting and you think everyone was talking about the same thing only to find out you meant one thing, and they meant something else??

# Why most people don't 'get' Records Management

- Overwhelming – sheer volume
- They don't want to, don't care, not their job
- People still think in terms of pieces of paper that just need filing and boxes sitting on a shelf – unable to translate and apply RIM to the digital world
- Most can't see the "big picture" or overall "agency-wide management" on a holistic level i.e. planning in advance, pre-determining the process and how their work connects and impacts others (i.e. the potential of public records requests)

# Why users don’t ‘get’ retention

- See no reason for it, doesn’t impact them personally
- People don’t see their specific document types spelled out or highlighted on a schedule,  and feel like it’s a guessing game
- People tend to throw things into the first folder or bucket most convenient to them 80% of the time (path of least resistance)
- Some people really do think their version of the quarterly inventory report is that special and needs to have its own unique retention schedule because its different from everyone else’s quarterly inventory report
- And to be brutally honest, sticking those decisions to the users and expecting them to be disciplined and diligent enough when their day goes south is pretty unrealistic *(there ARE very rare exceptions - everyone has to be on the same page and on the same frequency and it can work, just a lot of work to maintain)*

# Electronic records are a challenge

- Out of sight, out of mind…stored in systems and servers, no visual reminders like stacks of paper
- Common for decisions regarding new technology purchases to be made within the IT/IS vacuum, RO's not invited to the table
- Still a disconnect between the technology used to CREATE the records an what to do AFTER the technology has been installed
- Most government processes based on "manual" tasks, i.e. physical movement between software applications plus still using paper copies as well (and lots of stuff is still printed out because people think they have t or simply want to in order to track and make sense of things)
- And again…..SHEER VOLUMES!! When new numbers are being created t describe the volumes in terms of digital information that should tell you something…..

# Let's define our terms:  Records Management

From ISO 15489:

…**field of management** responsible for the efficient and systematic control of the creation, receipt, maintenance, use and disposition (3.8) of records, including processes for capturing and maintaining evidence (3.10) of and information about business activities and transactions (3.18) in the form of records

From ARMA:

An ***organizational function*** devoted to the management of information in an organization throughout its life cycle, from the time of creation or inscription to its eventual disposition. This includes identifying, classifying, storing, securing, retrieving, tracking and destroying or permanently preserving records.

(RIM is not just about paper, nor is it just about filing stuff!!!  It's a FUNCTIONAL PROCESS meant to be applied consistently and constantly.  Can't just dabble in it, or stop and start – it's meant to be a CONTINUOUS process

# Let's review: Records Management Terms

**Retention Schedule:** *Also known as retention policies – vendors and the private sector tend to use "policies" instead of "schedule".* The instruction manual for what to do with your records. It's a list of records series that tell us how long we need to keep things and what to do with them after they meet the business, legal or historical requirements

**Retention Period:** Minimum length of time agencies are required to keep records and information. This can range from zero (don't keep at all) to forever (never destroy). Based on business, legal or historical reasons, not "just because"

**Records Series:** The different types of records listed and described in a retention schedule. A record series may contain one or more document type, the DAN number, description, how long you keep it and what to do with it when the time is up *PLEASE NOTE: RECORDS SERIES ARE MEANT TO HELP YOU MANAGE INFORMATION IN BULK, RELATED DOCUMENTS WORKING TOGETHER AS PART OF A PROCESS or FUNCTION OF THE AGENCY*

**Disposition Authority Number (DAN):** This unique number assigned to each record series granting **LEGAL** authority for disposition. (EX: GS09009 Minutes of Policy Setting Meetings). This is your PERMISSION to get rid of stuff legally and defensibly!

**Cut-off / Trigger:** The action that starts the retention clock. These are based on business reasons or legal requirements and are not based on "just because" or "Well, I might need it 10 years from now" Triggers *may* include a date (date of document, fiscal year end, received date) or an event (termination, completion, superceded) or a combination of the two (AND/OR all conditions or combinations of triggers must happen for the clock to start)

These terms can cause some confusion when you start talking electronic systems. Many have limitations on the type or how many conditions you can configure for retention purposes. For example, using just a single day or date can be problematic when it comes to certain records since there's no hard and fast date when DONE. For example: Contracts, HR types of records, facilities and asset management, and many other processes have more than one "condition" or trigger that needs to happen before you can start the clock.

# Last, but not least:
# Disposition - It's an ACTION VERB (often ignored)

There's some confusion on this too…

Disposition means to destroy (most of the time) OR transfer (some of the time) records when their time is done!

An organization should "get rid of" their records when requirements are met* - one way or the other

Just like getting rid of old surplus equipment and clutter, surplus records need to go away too!

*(There are a very few exceptions where the agency is required to keep some stuff forever, but not very many!!)

# Managing information is a good thing

*While unappreciated, good records management is one of the most important aspects of an agency's business processes and Information Governance (IG)*

*Time to bring back "governance" over our information*

- *Results in greater productivity*
- *Improves customer service*
- *Supports accountability/transparency*
- *Supports privacy and security concerns*
- ***Benefits agency in best use of resources***

# Records Management:
# 2 standards you need to know

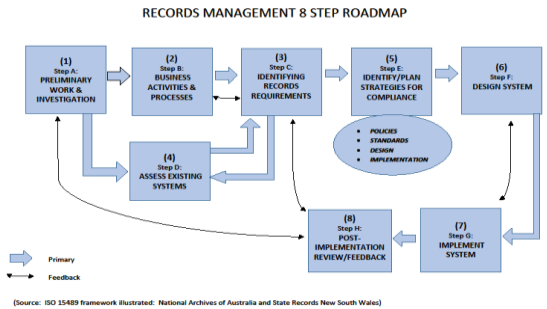
Standards are good!

**They provide consistency and repeatable processes!**
**For example:**

- ✓ *UL (Underwriters Laboratories)*
- ✓ *FAA (Federal Aviation Administration)*
- ✓ *NTSB (National Transportation Safety Board)*
- ✓ *And RIM (Records and Information Management)*

# Standard #1
# ISO 15489:2016 Part 1 Records Management

- ISO 15490 first standard devoted specifically to records management (YAY!)
- Developed to help STANDARDIZE definitions and the processes of managing information across the enterprise
- Part 2 (Designing and Implementing Records Systems) has been withdrawn, currently being revised into 2 parts, and a host of other aspects being addressed separately, stay tuned…

# Standard #2: Department of Defense Standard aka “DoD5015.2”

## “Electronic Records Management Software Applications Design Criteria Standard”

- ….The DoD Components shall use this Standard in the implementation of their records management programs to include certification testing by Joint Interoperability Test Command (JITC). DoD Chief Information Officer Memorandum (Reference (r)) and DoD Directive (Reference (s)) detail the DoD information sharing principles, ***identifying the need to make data holdings visible, accessible, understandable, and trusted. The DoD records are an important part of the DoD information assets, and as such should be included in efforts to improve information sharing…..***

# ISO vs DoD5015.2

ISO 15489

- International standard
- Process standard
- Defined repeatable steps/roadmap
- Required analysis/assessment activities
- Help identify, plan and strategize projects
- Define and achieve goals

**BOTH are DYNAMIC standards meant to accommodate evolving technologies One is a PROCESS standard (step by step HOW, the other is about the required FUNCTIONS of the software**

DoD5015.2

- U.S. Federal standard
- Still "gold standard" for ECM or records systems
- Software development standard
- Requirements for system functions/capabilities
- 3rd party testing for certification – JITC http://jitc.fhu.disa.mil/projects/rma/reg.aspx
- Tool to support ECM goals

# Shameless announcement and plug:

I will be doing an in-depth look at the DoD5015.2 standard tomorrow at 2:00 PM

Come join us and find out WHY it's really cool and the gold standard for RIM
(No kidding, it is!)

# The Impact of Technology

Technology has had a HUGE impact on the world

Any system or software purchased has a DIRECT impact on the agency records:

- *Ability to create (more and more!)*
- *Ability to store (more and more!)*
- *Ability to manage (less and less!)*

*And a HUGE impact on the ability to be compliant with disclosure and discovery requirements*

*Which is why doing an assessment on the impact FIRST is so important!*

# Who's in charge?

- There is definite crossover in the roles today of records management and IT, and a smart agency will take BOTH into consideration as they move towards digital government
- There are definite legal consequences if the records are not managed carefully (as in public records requests lawsuits) or if records are not adequately protected (as in HIPPA violations or security breaches)
- And that, my friends, can be VERY COSTLY

# More terms and definitions

## Thank you Wikipedia....

A **records manager** is the professional responsible for records management in an organization. This role has evolved over time and takes many forms, with many related areas of knowledge required for professional competency. Records managers are found in all types of organizations, including business, government, and nonprofit sectors.

The records manager generally provides expertise in records management, constituting knowledge areas of:

- Records creation and use (what, where, how and why?)
- Active and inactive records systems
- Records appraisal, retention and disposition
- Vital records identification and protection
- Records and information management technology

The Records Manager may also have subject matter expertise in:

- Law
- Privacy and data protection
- Information technology and electronic storage systems
- General business principles

# Chief Information Officer (CIO)

**Chief information officer** (**CIO**), **chief digital information officer** (**CDIO**) or **information technology** (**IT**) **director**, is a job title commonly given to the most senior executive in an enterprise who works with information technology and computer systems, in order to support enterprise goals.

The roles of chief information officer, chief digital officer and chief technology officer are commonly blurred. Tom Silver, the North American senior vice president for Dice, states that CTOs are concerned with technology itself, often customer-facing, whereas CIOs are much more concerned with its applications within the business and how they can be managed.[18]

More specifically, CIOs manage a business's IT systems and functions, create and deliver strategies and policies, and focus on internal customers. In contrast to this, CTOs focus on the external customers to the organization and how technology can make the company more profitable.[19]

The traditional definition of CTOs focused on using technology as an external competitive advantage now includes CDOs who use the power of modern technologies, online design and big data to digitize a business.

*BTW…….Notice there's nothing about RECORDS in this description*

# Some points to ponder:

- Records are the RESULTS of the use of technology
- Records are stored in systems that a *CIO* may have responsibility for, the records officer has the responsibility to the records or CONTENT within a system
- There are benefits to working TOGETHER to achieve enterprise goals
- Any system that is implemented has a direct impact on the creation, use storage, risks, and subsequent care and feeding of the public records
- Security and privacy are concerns that also impact records – two sides of the same coin. CIOS are the guys that can get fired if there is a security breach/privacy breach – which is ACCESS to SENSITIVE information that STORED in systems (Target, Home Depot, and recently Employment Security, etc)

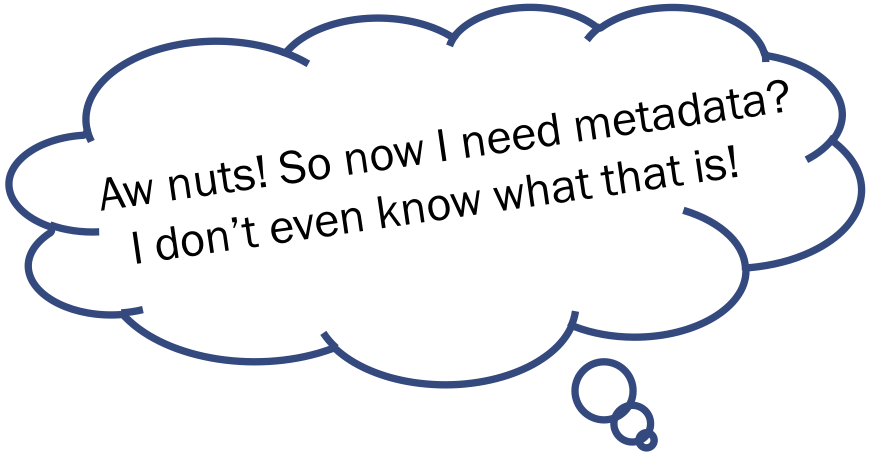
# It’s a “digital makes the difference” world

- The digital world has some different language (but some terms used ARE the same, just mean something different to different people)
- You don’t have to be an EXPERT in IT systems or software,  but some familiarity helps!!

# You can't talk about electronic records without mentioning METADATA

Metadata is the means to create, search, locate, use, store, organize, contextualize and preserve information – and it exists in both analog and digital formats

In a nutshell, it's "data about data"



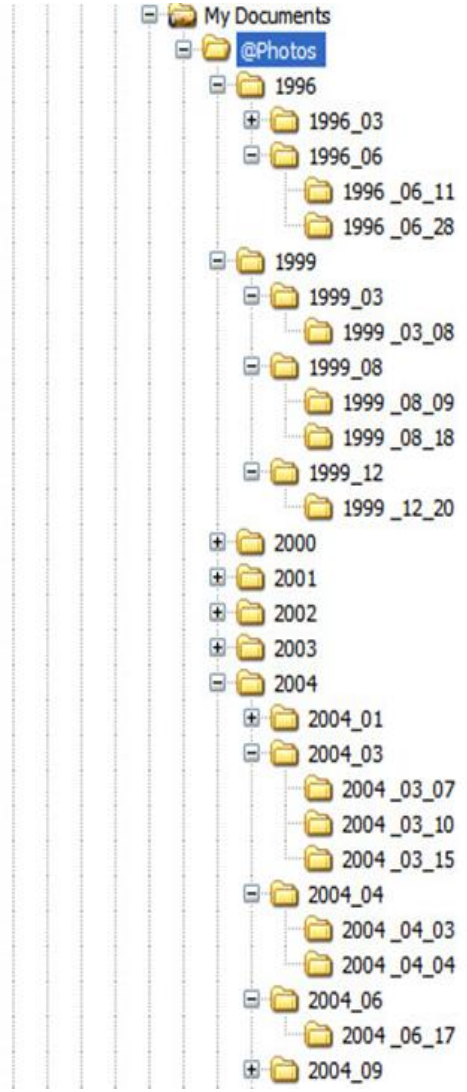

# Ad hoc metadata

Many agencies suffer from “bad” or inadequate metadata, usually applied based on personal preference and choices

- Mary’s, Ted’s and Martha’s Files
- My Stuff
- 2007
- Project File
- POS (more on acronyms later)

Very few agencies have taken the time to develop consistent and good metadata that will stand up to the test of time and organizational shifts

That’s a problem!  Things are sooo disorganized, and good luck finding what you need if you have a public records request…..



# Types of metadata

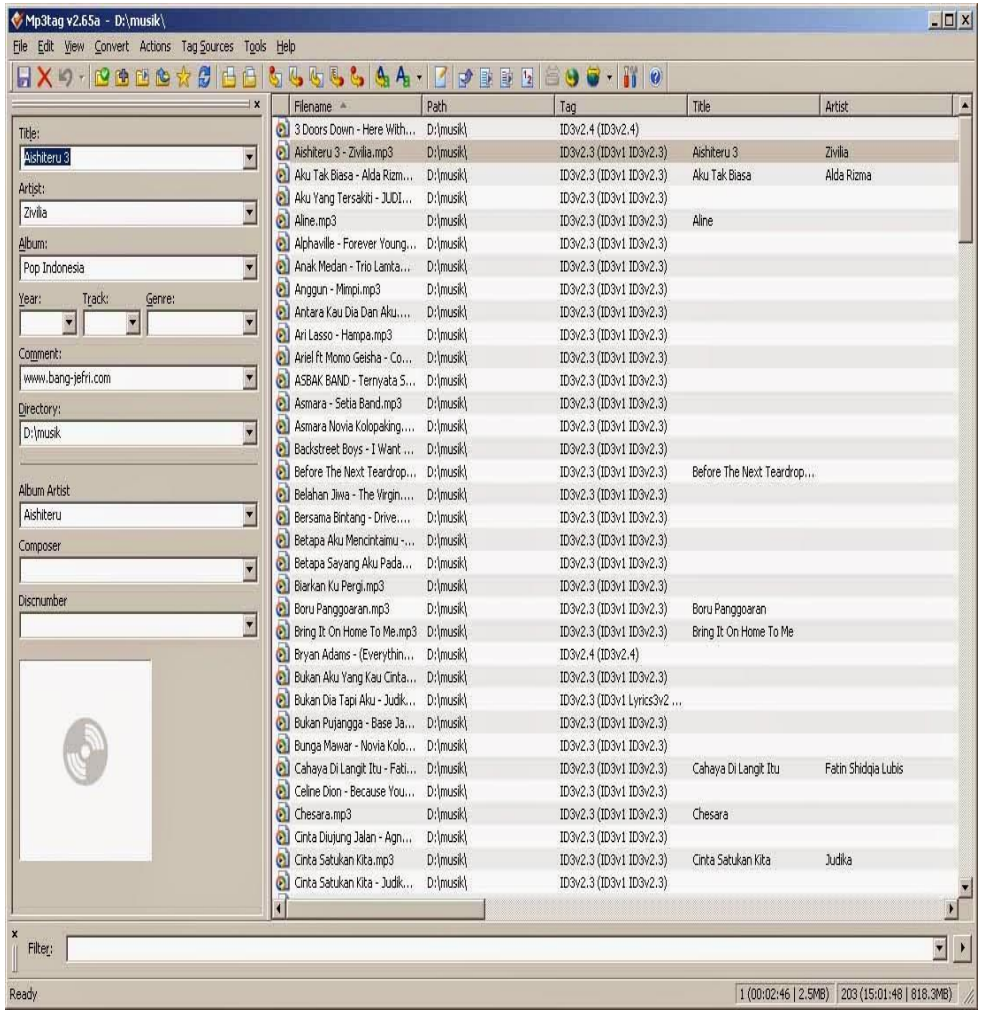
## 3 main types of metadata from NISO

*(National Information Standards Organization – Look Ma, more standards!*

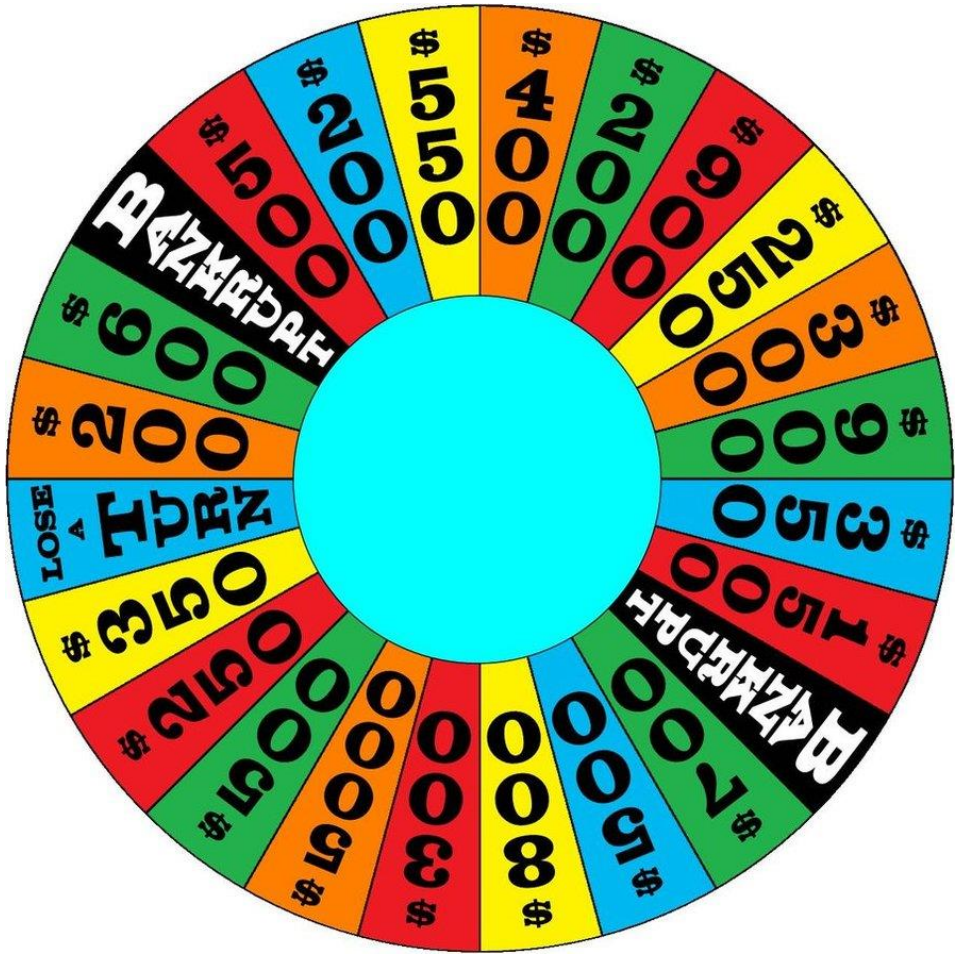
1. Descriptive
2. Structural
3. Administrative

   *(sometimes referred to as technical)*

*There are subsets of metadata too…it's everywhere!*

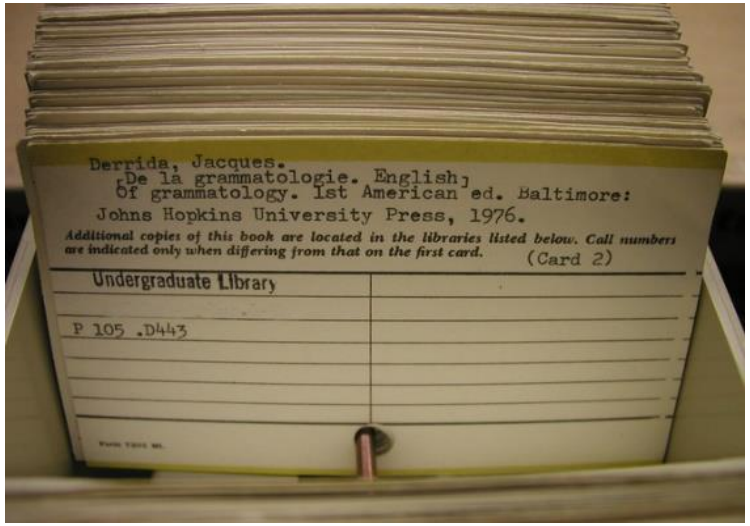


# Let’s play the metadata game!



Indexing is *using* metadata to create identifiers for filing, storage and then searching/access of electronic documents

Creating an “index” for future access and use



# What's in an acronym?

While it's okay to use them, be careful with acronyms!  Remember to use the MOST COMMONLY known terms or elements (avoid "agency speak) for information so that somebody in the future doesn't have to play the metadata guessing game (especially those folks having to process public records requests)

- For example, the acronym **POS:**
  - *Point of Sale*
  - *Program of Study*
  - *Proof of Service*
  - *Probability of Success*
  - *Project Overview Statement*
  - *Power of Suggestion*
  - *Piece of …*

# Metadata can help (and also hinder)

A good system can help automate the application of metadata and indexing so your users don't have to… or if they do it's a minimum effort to add additional identifiers:

- *Support searching and access*
- *Support security/privacy*
- *Apply records metadata too!!!*

# Example:  Retention metadata

Retention Data

| Department or Function | Retention Schedule Title of Records Series | Apply to This Record Series Folder/Template | DISPOSITION AUTHORITY NUMBER (DAN) | Minimum Retention in Years | Cut-Off or Trigger Field 1 | Cut-Off or Trigger Field 2 | Cut-Off or Trigger Field 3 | Non-Archival or Archival? | Essential? | Dispsition Action | Need Access Controls? | Frequest Records Requests? | Candidate for Open Data/Public Portal? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Board Meetings | Meetings - Governing/Executive | Board Meetings | GS50-06C-16 Rev 2 | 6 | End of calendar year | | | Archival (Permanent) | Essential | Transfer to Archives | No restrictions | Yes | Yes |
| | | Minutes | | | | | | | | | | | |
| | | Agendas | | | | | | | | | | | |
| | Ordinances and Resolutions - Approved | Ordinances and Resolutions | GS50-05A-16 Rev 1 | 0 | No longer needed for agency business | | | Archival (Permanent) | Essential | Transfer to Archives | No restrictions | Occasionally | Yes |

HRMetadata | Meetings Retention Rules

# More Terms and Definitions

## Enterprise Content Management (ECM)

Both a concept and a type of software. An ECM approach enables an enterprise to use a system (also referred to as an ECM) that will assign a life cycle (retention and cut-off) to informational assets as content (not just documents) from the BEGINNING….from creation, receipt, maintenance, use and then systematically apply ultimate disposition of records TO EVERYTHING, not just one or two departments

*Not to be confused with:*

"Document management" (confined to "documents", does not typically include capability for managing emails or other types of electronic formats like audio/video files, social media, other types of electronic files agency uses)

# You say tomato…

Records management, information management, data management, document management, digital asset management, client management, customer management, HR management, email management…..

YIKES!!  There are a gazillion pieces of software out there and vendors can claim their “system” is an ECM or “sure, it will do that”

DO NOT BE FOOLED by the terminology being used by the vendors or even your own IT, research, look under the hood and define YOUR TERMS!

# Records Management “In the House”

The “structures and systems” principles of RIM just LOOK and ACT differently when it comes to digital information, but the same principles STILL apply

Currently most systems are ginormous warehouses of information that are pretty much treated as dumping grounds with no structure and minimal controls – it’s the wild west!

You don’t have to know how to build a warehouse, think in terms of RIM as designing the interior structure and the means for storing informational assets:

- What’s allowed on the shelves?
- Controlling placement, storage and access
- What needs to removed once it is expired?

# Say what???

There are occasions when you say the exact same thing, but it means something completely different

# Can you say “ARCHIVE”?

In the state of Washington and as part of RCW 40.14, agencies are to “archive” (meaning to transfer to the state for preservation)

ONLY certain records with enduring historic, legal or financial value are designated as truly ARCHIVAL (as in having real VALUE for the future)

**In the IT world, “ARCHIVE” typically means simply moving information (regardless of the content) to a different location and storing or warehousing it FOREVER**

There’s a GIGANTIC, HUGE AND PAINFUL difference

Truly ARCHIVAL records are only about 3 – 5% of an organization’s total records (more or less, depending on what they do as an agency)

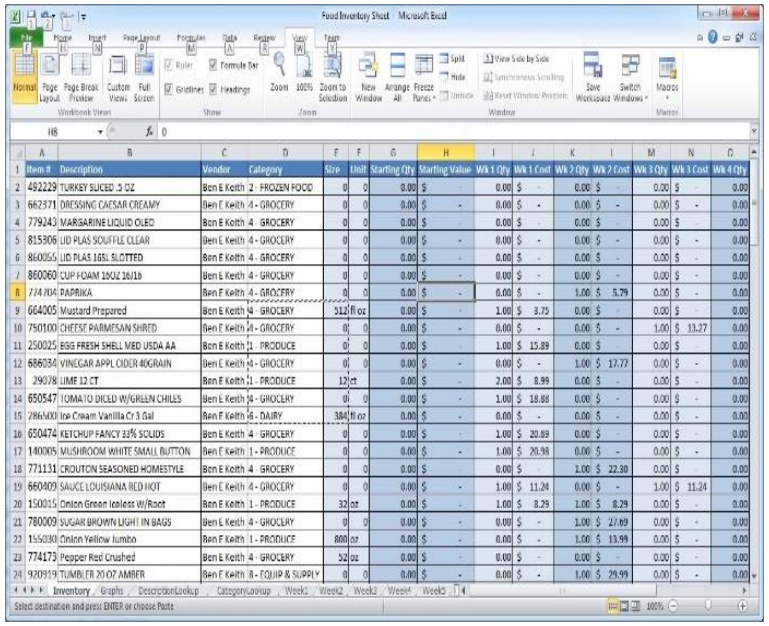
Reminder – the average life of a typical public record is only 6 years… and most are NOT ARCHIVAL

# Structured “Content” (Databases)

1) Collection of data elements within records or files that have relationships with other records or files. Relational databases are most common-data is stored in standard rows, tables, and columns. XML databases are a developing technology

(2) Electronic collection of records stored in a central file and accessible by users for many applications

- SQL and Oracle are languages used to create databases and are a type of database
- An Excel spreadsheet as a “flat file” example where “data” is structured i.e. lives as specific sets/elements in assigned columns and rows that “relate” to other sets/elements



| Item # | Description | Vendor | Category | Size | Unit | Starting Qty | Starting Value | Wk 1 Qty | Wk 1 Cost | Wk 2 Qty | Wk 2 Cost | Wk 3 Qty | Wk 3 Cost | Wk 4 Qty |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 492229 | TURKEY SLICED .5 OZ | Ben E Keith | 2 - FROZEN FOOD | 0 | 0 | 0.00 | $ - | 0.00 | $ - | 0.00 | $ - | 0.00 | $ - | 0.00 |
| 662371 | DRESSING CAESAR CREAMY | Ben E Keith | 4 - GROCERY | 0 | 0 | 0.00 | $ - | 0.00 | $ - | 0.00 | $ - | 0.00 | $ - | 0.00 |
| 779243 | MARGARINE LIQUID OLEO | Ben E Keith | 4 - GROCERY | 0 | 0 | 0.00 | $ - | 0.00 | $ - | 0.00 | $ - | 0.00 | $ - | 0.00 |
| 815306 | LID PLAS SOUFFLE CLEAR | Ben E Keith | 4 - GROCERY | 0 | 0 | 0.00 | $ - | 0.00 | $ - | 0.00 | $ - | 0.00 | $ - | 0.00 |
| 860055 | LID PLAS 16SL SLOTTED | Ben E Keith | 4 - GROCERY | 0 | 0 | 0.00 | $ - | 0.00 | $ - | 0.00 | $ - | 0.00 | $ - | 0.00 |
| 860060 | CUP FOAM 16OZ 16/1b | Ben E Keith | 4 - GROCERY | 0 | 0 | 0.00 | $ - | 0.00 | $ - | 0.00 | $ - | 0.00 | $ - | 0.00 |
| 774704 | PAPRIKA | Ben E Keith | 4 - GROCERY | 0 | 0 | 0.00 | $ - | 0.00 | $ - | 1.00 | $ 5.79 | 0.00 | $ - | 0.00 |
| 664005 | Mustard Prepared | Ben E Keith | 4 - GROCERY | 512 | fl oz | 0.00 | $ - | 1.00 | $ 3.75 | 0.00 | $ - | 0.00 | $ - | 0.00 |
| 7501000 | CHEESE PARMESAN SHRED | Ben E Keith | 4 - GROCERY | 0 | 0 | 0.00 | $ - | 0.00 | $ - | 0.00 | $ - | 1.00 | $ 13.27 | 0.00 |
| 250025 | EGG FRESH SHELL MED USDA AA | Ben E Keith | 1 - PRODUCE | 0 | 0 | 0.00 | $ - | 1.00 | $ 15.89 | 0.00 | $ - | 0.00 | $ - | 0.00 |
| 686034 | VINEGAR APPL CIDER 40GRAIN | Ben E Keith | 4 - GROCERY | 0 | 0 | 0.00 | $ - | 0.00 | $ - | 1.00 | $ 17.72 | 0.00 | $ - | 0.00 |
| 29078 | LIME 12 CT | Ben E Keith | 1 - PRODUCE | 12 | ct | 0.00 | $ - | 2.00 | $ 8.99 | 0.00 | $ - | 0.00 | $ - | 0.00 |
| 650547 | TOMATO DICED W/GRLEN CHILES | Ben E Keith | 4 - GROCERY | 0 | 0 | 0.00 | $ - | 1.00 | $ 18.88 | 0.00 | $ - | 0.00 | $ - | 0.00 |
| 2866000 | Ice Cream Vanilla Cr 3 Gal | Ben E Keith | 6 - DAIRY | 384 | fl oz | 0.00 | $ - | 0.00 | $ - | 0.00 | $ - | 0.00 | $ - | 0.00 |
| 650474 | KETCHUP FANCY 33% SOLIDS | Ben E Keith | 4 - GROCERY | 0 | 0 | 0.00 | $ - | 1.00 | $ 20.69 | 0.00 | $ - | 0.00 | $ - | 0.00 |
| 140005 | MUSHROOM WHITE SMALL BUTTON | Ben E Keith | 1 - PRODUCE | 0 | 0 | 0.00 | $ - | 1.00 | $ 20.98 | 0.00 | $ - | 0.00 | $ - | 0.00 |
| 771131 | CROUTON SEASONED HOMESTYLE | Ben E Keith | 4 - GROCERY | 0 | 0 | 0.00 | $ - | 0.00 | $ - | 1.00 | $ 22.30 | 0.00 | $ - | 0.00 |
| 660409 | SAUCE LOUISIANA RED HOT | Ben E Keith | 4 - GROCERY | 0 | 0 | 0.00 | $ - | 1.00 | $ 11.24 | 0.00 | $ - | 1.00 | $ 11.24 | 0.00 |
| 150015 | Onion Green Iceless W/Root | Ben E Keith | 1 - PRODUCE | 32 | oz | 0.00 | $ - | 1.00 | $ 8.29 | 1.00 | $ 8.29 | 0.00 | $ - | 0.00 |
| 780009 | SUGAR BROWN LIGHT IN BAGS | Ben E Keith | 4 - GROCERY | 0 | 0 | 0.00 | $ - | 0.00 | $ - | 1.00 | $ 27.69 | 0.00 | $ - | 0.00 |
| 1550380 | Onion Yellow Jumbo | Ben E Keith | 1 - PRODUCE | 800 | oz | 0.00 | $ - | 0.00 | $ - | 1.00 | $ 13.99 | 0.00 | $ - | 0.00 |
| 774173 | Pepper Red Crushed | Ben E Keith | 4 - GROCERY | 32 | oz | 0.00 | $ - | 0.00 | $ - | 0.00 | $ - | 0.00 | $ - | 0.00 |
| 920919 | TUMBLER 20 OZ AMBER | Ben E Keith | 8 - EQUIP & SUPPLY | 0 | 0 | 0.00 | $ - | 0.00 | $ - | 1.00 | $ 29.99 | 0.00 | $ - | 0.00 |

# Unstructured Content aka “Hot Mess”

All other electronic/digital information that lives outside of “a structure” and stored in a multitude of places is “unstructured”

Includes a messy mashup of emails, word documents, excel spreadsheets, pdfs, images, photographs, attachments, audio/video files (i.e. bodycam footage), music files,  and other methods of communication such as texts or social media that agency might use. Very disorganized and definitely “unstructured”

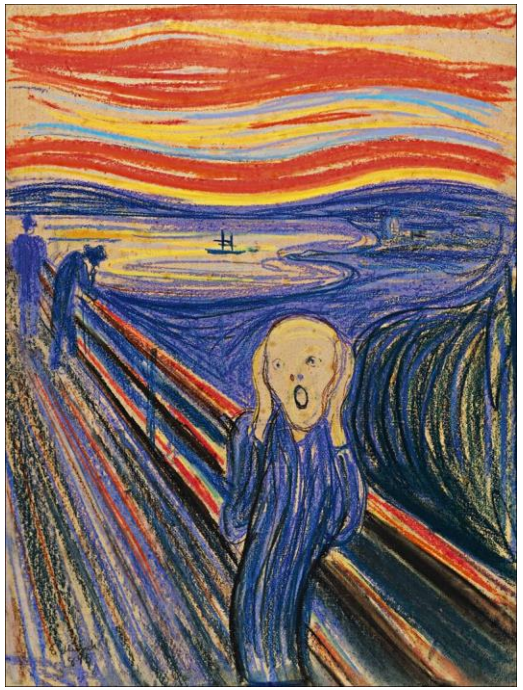
**Roughly 80% of an agency’s content is considered unstructured (and all considered public records!)**

# Most electronic records aka “unstructured” data live in silos

## (multiple systems and multiple locations)

- Emails
- Excel
- Word
- M365 (Multiple silos in one!)
- Line of business software
  - *Springbrook*
  - *Skyward*
  - *Odyssey*
- Social media

- Folders
- Drives (C:Drive)
- Servers
- “The Cloud”
- PC’s
- Cell phones
- Laptops



And multiply all of the above by how many employees you have!

# Another common term:

## **Cloud:** The imaginary and magical place records go to live forever and ever and ever

The cloud is actually just a storage location or place. "In the cloud" is different from "on premise" or "on prem"…meaning the software and information lives "offsite" and not in your office building on your own server (not shared by anyone else)

Sometimes you own the cloud space, sometimes you rent or lease it (M365) and sometimes its "free" *(please please please don't use the free stuff for your public records!!! )*

*"Moving to the Cloud" is NOT a RM solution in itself, HOWEVER just moving the mess creates a bigger mess faster*

# Configuration

Configuration: The way or manner in which things or different components are arranged or *organized*

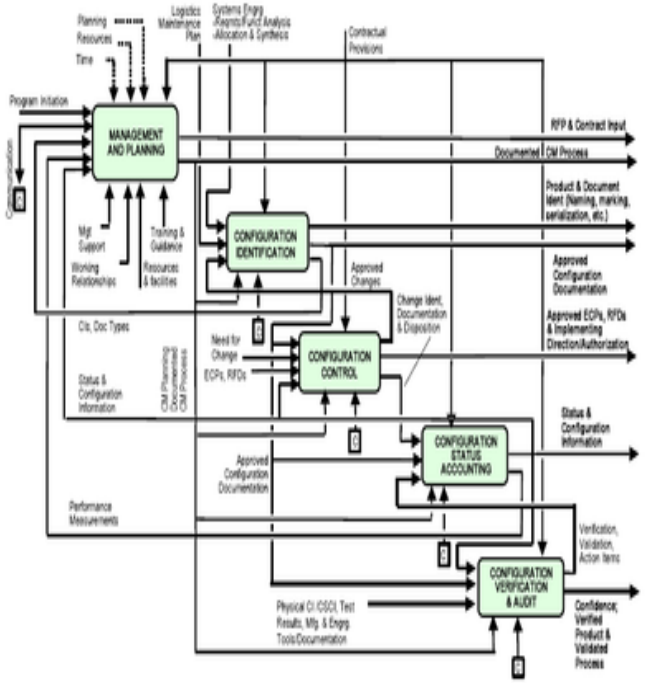
- Hardware and software need to be configured in order to work with each other
- For example: You have a laptop, which then has a drive and ports, and you want to add a monitor or docking station, and then there's the software - You download or plug them in, push some buttons to have them talk to each other - that's configuration
- Software often needs to be "configured" when you install it, setting it up and figuring out how you want to interact or interface with it, etc

# Software configuration

As records professionals, “configuration” would be setting up the parameters within the software and filling in the components for the rules/policies you want it to follow**

Configuration is a human telling the software how you want it to behave and what you want it to do:

- Entering your rules for retention and disposition
- Rules for access  and security/privacy– who has access to what, when and how
- Setting up rules for automation and routing for workflows




**Bear in mind there can be BIG differences in the different software with degrees of difficulty in configuration, some require some skills in coding, some it’s easy-peasy fill-in-the-blank or move/drop and drag….LOOK UNDER THE HOOD!

# More IT terms and definitions - Software

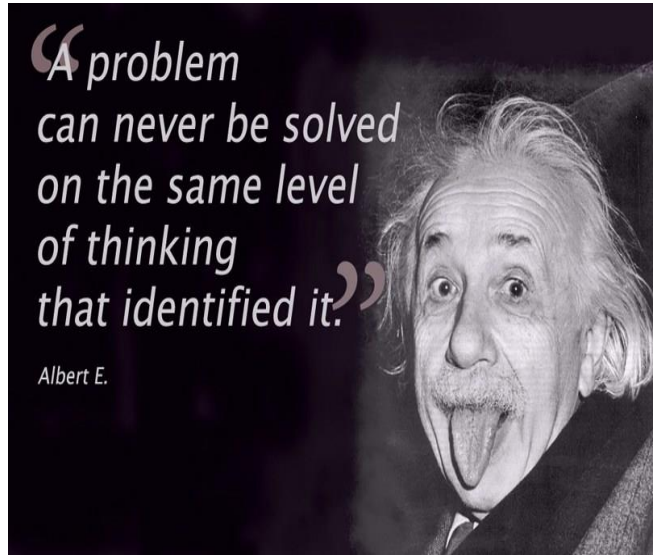
- **Software Integrations:** Behind the scenes software that connects systems to each other, or to your ECM system. (This helps makes systems play nice together)
- **Data Integration**: Behind the scenes ways to combine data from many different sources
- **Interface:** Same as Software Integrations (see above). An interface can also mean where you meet and/or interact with the system (what you see on the screen as you work)

# Ways to connect

- **API:** Application Program Interface - It connects different systems to each other behind the scenes)  Most SaaS Solutions in the cloud use API to expand integration possibilities
- **ODBC:** Open DataBase Connectivity - A neutral way (connector) for databases to talk to each other
- **iPaaS: Integration Platforms as a Service** – Another tool available to connect disparate software

# Another definition: Insanity

- Yes, it's a cliché, but still totally applicable!
- Doing the same thing over and over again, but just buying more technology and expecting a different result is not the same thing as REAL change and using the RIGHT systems
- Government has been relying on old, obsolete processes and infrastructure for the past 20 years without evaluating if it actually WORKS or NOT in an efficient and cost-effective way
- It's not easy (sorry, another cliché - if it was easy you wouldn't have this problem, right?)
- Government can be progressive and innovative – the technology IS THERE!



# One Last Term: Transformative infrastructure

- Why would you build a single lane wooden bridge when a modern concrete one with a well-designed interchange will last longer and be more effective and efficient in moving traffic
- Evaluate what you have, do an assessment!
- You can provide guidance and help towards more informed decisions about the software applications and systems being considered and purchased

# Call it what you want

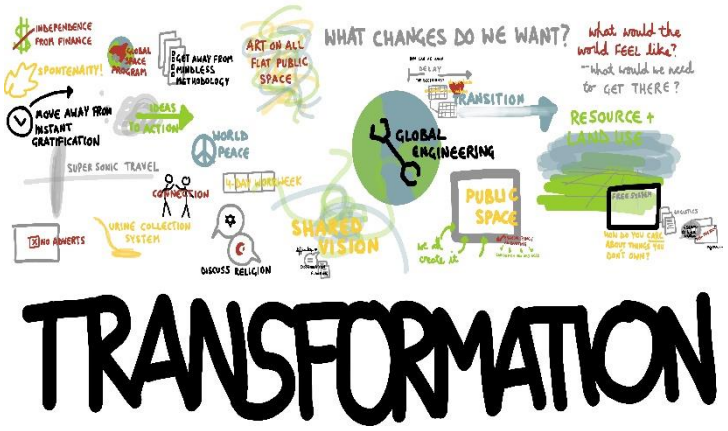
Records management will seldom drive changes

(sad, but true)

Sometimes you need to take a different approach using different terms

What changes do you want, and how do you get there?

- Lean (which is all about efficient processes and flows!)
- Business Process Improvements
- Automation
- Modernization
- Transformative Infrastructure



# In the end....

- You can say tomato, I can still say tomahto (or metadata and metadata....)
- You don't have to become an IT expert
- They don't have to completely understand RIM
- Let's focus on the common goal of improving agency operations, work smarter, NOT harder AND at the same time implementing RIM!
- It benefits EVERYONE!!


# Any questions??
# THANK YOU!!
# Go forth and organize!

**Washington State Master Contract (#07814-001)**
ECM Software - Laserfiche

**Pierce County (Contract #SC-103168)**
Professional Services Consulting
Conversion and Preservation – Records Trust®


# For more information on our full range of services:

Imaging Services
Public Records Administration Consulting
ECM – Laserfiche

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