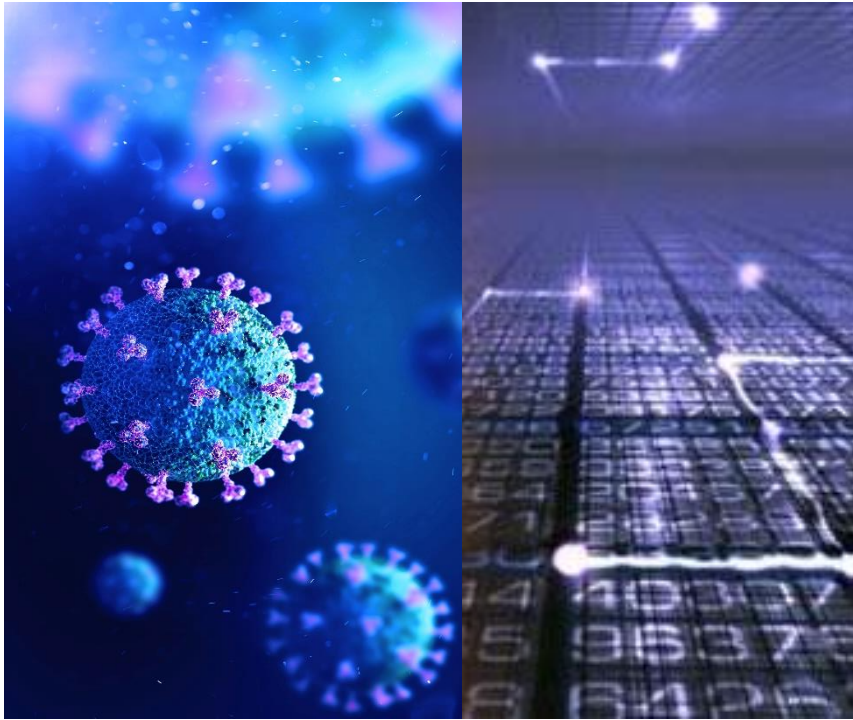


The Future is NOW

Managing Information in a POST-COVID world



Presented by:
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Overview

- 2020 – The world took a hit!
- Post-COVID response to records
- The future is NOW – the path forward

2020 – What just happened?

Remote Work Is Here to Stay

According to Upwork, 41.8% of the American workforce continues to work remotely. Although an estimated 26.7% will still be working from home through 2021, 36.2 million Americans (22% of the workforce) will be working remotely by 2025. This is a staggering 87% increase from the number of remote workers prior to the pandemic!

Office life will change in 2021, maybe forever

Pandemic upended the way we work in 2020, some work-from-home options will continue

By Jena McGregor
WASHINGTON POST

After a year in which the coronavirus pandemic upended the very concept of the workplace — one in which millions of white-collar workers traded office attire, business travel and lengthy commutes for comfy pants, webcams and virtual school with their kids — predicting 2021 office trends might be a perilous exercise.

But with vaccines beginning to be distributed across the country, many companies have started to imagine some return to office life next year.

At the same time, remote work isn't going anywhere. And neither — despite our fatigue with it — is Zoom.

To get a sense of what 2021 might hold — beyond continued job market uncertainty, benefits focused on child care and mental health, and the proliferation of plexiglass — The Washington Post asked human resources advisers, workplace designers, employment lawyers and compensation analysts to share predictions for a year that could bring back some normalcy while returning people to workplaces that may never be the same.

"We're just not going to go back to five days a week in the office," said Erica Volini, Deloitte's global human capital leader. "The idea that we're going to get to some new consistent way of working flies in the face of what we've learned in the pandemic."

Two predictions for what to expect at work in 2021:

- As recruiting and re-

mote work goes national, some salary ranges will too.

As work-from-home employees fled high-cost cities for cheaper locales, some employers threatened to cut workers' pay, bringing Bay Area compensation more in line with South Bend budgets. Facebook, for instance, has said it could adjust the pay of workers to their new locales, and an October survey by advisory firm Willis Towers Watson found that 26% of respondents said they would base compensation on location for remote workers.

But Catherine Hartmann, WTW's North America rewards practice leader, said she is seeing companies take a more nuanced view. Many employees, she said, will need or want to return to an office at least part of the time.

And if employees can move to other locales, employers can recruit from elsewhere too, making location-based salary less of a focus.

"As talent becomes more of a national marketplace, some of my clients have been contemplating the idea of having more of a national approach" about pay decisions, Hartmann said.

Hot skills and expensive markets will still get a premium, but "maybe the bottom rises a bit," she said. "Given the number of my clients who are asking about that, it's on the table for sure."

More likely than pay cuts, said Brian Kropp, chief of human resources research at the advisory firm Gartner, is that people who move to cheaper markets could just see smaller raises. "If you

move to a lower-cost place and your pay is already above market, you may get a slower rate of increase," he said. "The reality of a more remote workforce is you're going to start seeing wages for jobs that can be done remotely start to even out."

Josh Bersin, a human resources industry analyst, also predicted that efforts to cut pay for those who depart for cheaper spots may not last if there's fallout: "If you have an engineer making \$150,000 in San Francisco pick up and move to Montana, and now you're going to pay him \$120,000, what is that guy going to do? Look for another job."

Video chats will get smarter — and, potentially, creepier — thanks to artificial intelligence.

If 2020 was the year videoconferencing truly went mainstream, 2021 could be the year it gets smarter.

Some of the largest platforms will begin using artificial intelligence to recognize and track certain gestures participants make, automate to-do items and help manage the challenges of workers split between work and home.

Zoom Video Communications, for instance, announced a "smart gallery" feature it plans to roll out in June 2021 that will use cameras to make multiple people in the same on-site conference room appear as separate, equal-sized windows on their live-stream video.

"We want to maintain the democratization of Zoom, and have everyone on the same level when people come back to the office," said Oded Gal, Zoom's chief product officer.

Tech trends created by virus likely here to stay

Shift to digital way of doing things may be permanent

By Mike Freeman

SAN DIEGO UNION-TRIBUNE

COVID-19 has accelerated technology trends around things like e-commerce and remote work that likely will continue even after the pandemic subsides.

A report by financial services firm UBS Global Wealth Management — Tech Trends after COVID-19: The Future of the Tech Economy — contends the pandemic has made more people rely on, and become comfortable with, doing things digitally over the internet.

That means a shift to a digital way of doing things that was already under way prior to the pandemic is expected to gain even more momentum going forward.

"When we think about a virtual world, I don't think that is going to change," said Kevin Dennean, a tech equity strategist at UBS who contributed to the report. "I think some of this is a permanent fix. When we think about distributed workforces, that may be a structural change."

Small- and medium-sized businesses — only 20% of which were considered to have an adequate digital presence before COVID — likely will

continue to establish online foundations for their businesses, according to the report.

"Even if we are getting better news on the vaccine front and a more optimistic view of 2021, I think the adoption rates for e-commerce aren't going to change that much," Dennean said. "What the pandemic did was it brought into the e-commerce fold people who weren't e-commerce shoppers before. Some of that is going to stay."

UBS's Tech Trends report targets investors. Already, technology firms, especially the giant brands such as Amazon, Google, Facebook, Apple and Microsoft, are driving the stock market's heady gains since March lockdowns.

Dennean declined to talk about specific companies. But he did point to technologies that UBS believes will drive and benefit from the expansion of digital business models.

They include e-commerce, 5G, artificial intelligence, cloud computing, cybersecurity, 3D printing and drones, among others.

Longer term, promising "moonshot" technologies include quantum computing, neural interfaces, solid-state batteries and fuel cells, according to the report.

These trends could spill over into other economic sectors, according to the report. E-commerce, for example, boosts demand for warehouses, which could spark an uptick in automation technologies used to ship products.

.....

"What the pandemic did was it brought into the e-commerce fold people who weren't e-commerce shoppers before. Some of that is going to stay."

Kevin Dennean

Tech equity strategist at UBS who contributed to the report

Now there's even more due to the pandemic! (Even more systems and even more locations i.e. silos)

- M365 (Hey, 3 silos in one...Outlook, Teams and SharePoint!)
- More video conferencing (Zoom, etc)
- More emailing going on
- More texting going on
- More use of social media
- Drives (C:Drives and personal drives and One Drive too!
- “The Cloud”
- Cell phones being used for work
- Agency and home PC's or laptops
- And MULTIPLES of ALL OF THE ABOVE!!!!

***Remember over 80% of electronic records are “UNSTRUCTURED” and live in silos/disconnected systems*

NORTHWEST

Public disclosure at state agencies slows to a crawl

Transparency concerns deepen

By Mary Hudetz
SEATTLE TIMES

SEATTLE — For two months, Ailise Delaney waited for a police report, a simple and routinely accessible document she hoped would help a woman seek a protection order in a domestic violence case.

But a Seattle police account of what happened one night in June when they responded to a 911 call didn't arrive in time, forcing Delaney, an attorney with the Eastside Legal Assistance Program, to move forward in court without it.

"Not even being given the option to present that to the court is really upsetting," Delaney said. "And trying to explain to a client why we don't have this information or why we won't be able to get it is really difficult a lot of times."

Under Washington state law, public agencies are required to provide an array of documents to anyone who requests them within certain timelines.

But during the coronavirus pandemic, wait times for public records at the Seattle Police Department and many other state and local agencies have lasted for months, deepening concern about government transparency at a critical time.

Some officials estimate that records that should

be made available have been issued this year. In one response, DOH told the Seattle Times it expected it could provide data related to outbreaks at schools and universities by July 2021.

In Washington and elsewhere, the consequences of the delays have meant that information isn't always available to the public as developments unfold in a year of shifting coronavirus hot spots, rapidly developing science and historic protests over racial injustice and police accountability.

While wait times for public records aren't new for DOH or other agencies, the need for information seems to have grown more pressing.

"It's now more important than ever for the public to be fully informed about the government, particularly related to how the government is responding to COVID," said Katherine George, a Seattle attorney who is a board member of the Washington Coalition for Open Government. "The fact that there's a pandemic actually — arguably anyway — increases the public's need for information because it's an emergency."

Seattle delays

When the Seattle Times asked multiple agencies for data showing how long it takes to resolve public records requests, some expected it might take weeks — if not longer — to provide



ALAN BERNER/SEATTLE TIMES

Attorney Ailise Delaney waited for months to get a Seattle police report to help with a client's domestic violence case.

on police accountability.

Since March, SPD has told those who submit requests that they may have to wait six months to a year to receive the records. The estimate is included in auto-reply emails sent to people after they enter a request, often prompting concern over wait time.

But the agency often releases documents sooner than six months, said Rebecca Boatright, SPD's executive director of legal affairs.

SPD has received more than 7,200 records requests in 2020 — far more than any other agency. More than 2,400 requests remained open as of Nov. 20, although some of those requests had at least been partially fulfilled, Boatright said.

SPD would need more staffers to tackle the backlog more efficiently," Boatright

emergency orders that have been issued this year.

In March, Gov. Jay Inslee suspended portions of the state's open records law, putting in place temporary restrictions aimed at preventing the spread of the coronavirus. He suspended the public's right to inspect records in person, although copies of records can still be sent by email or the postal service.

Inslee also relaxed the mandated timeline for an initial response to mailed requests, saying agencies can take more than the five days that the law requires. But the five-day deadline still applies to requests sent via email or through an agency's online records portal, and agencies still must provide within five days a reasonable date for records to be produced.

This year, the Seattle Times has used public documents for a range of reporting, including to monitor public officials' response to coronavirus outbreaks at the Life Care Center of Kirkland and throughout the Puget Sound region, as well as in coverage of police officers' use of force, which has sparked widespread protests.

But there have also been numerous instances in which records were withheld or not released soon enough to deliver information that had been in the public interest.

One such case emerged

the document should have been made available as a public record, but it was not released.

Amid the delays, there is also inconsistency across agencies.

For example, Public Health — Seattle & King County released data in August that detailed information about coronavirus cases while redacting private information about those who had tested positive for the disease.

After receiving two requests for the information in March, the DOH said in July it would release the data — for \$9,100 in fees associated with the time it would take to produce it.

In June, the Employment Security Department said it would need until late October to release records to the Seattle Times showing four months' worth of Commissioner Suzi LeVine's calendar, during a period in which her agency was battered by a massive number of fraudulent claims and delays in processing requests for jobless claims.

The department provided some records Wednesday showing a limited set of LeVine's calendar appointments, but said it would take months to complete the request.

By contrast, the governor's office is typically able to release Inslee's calendar within days to those who request it.

For Delaney's client, the

And...Records requests don't stop just because there is a pandemic

Remote working during COVID meant working AT HOME with others AT HOME too!

Researchers have discovered that multitasking, considered a strength, can actually diminish productivity.

PIXABAY

THE TRUE COST OF MULTITASKING

BRAINS WEREN'T MADE TO DO TWO OR MORE THINGS AT A TIME

By Rachel Baker
THE SPOKESMAN-REVIEW

Multitasking seems to be the inherent 21st-century lifestyle, given how rare it is these days to do something uninterrupted. As we work, we regularly receive notifications. As we wait, we scroll, research and communicate through our handheld computers, the smart phone. Multitasking incorporated itself into our lifestyles, and it isn't the productive cognitive functioning for which we typically give it credit.

Just because multitasking seems to be working out, it doesn't mean anything is getting done faster or better. The brain switches between both tasks, quickly enough that we don't notice, but if anything, it really only diminishes our productivity. It generally results in us taking longer and being more prone to unnoticed errors.

The reason your brain can't do two or more tasks at the same time is because it was never designed to do so. The prefrontal cortex covers the front part of the frontal lobe and it is responsible for executive functions, which is a general term for the regulation, management and control of cognitive processes, including our concentration, emotions, memory, actions, efforts and activity.

When the prefrontal cortex is concen-

trated, or exerting as certain amount of attentional control as it is referred to in psychology, the individual is choosing what to pay attention to and what to ignore. If while listening to a lecture or reading a book or are operating a vehicle, you are able to consistently process the incoming information, you know you are concentrated.

Most psychologists believe that executive functions such as concentration are broken up into two phases. The first phase is goal shifting, in which the brain zones in on one task instead of another. Next the brain begins the rule activation phase, in which it switches off the rules it uses for one task, and turns on the rules needed to perform the task, or goal, to which the brain has shifted.

A 2001 study published in the *Journal of Experimental Psychology* put multitasking to the test by asking participants to switch between categorizing geometric objects and solving math problems. When solving math, the brain is focused on the goal of solving problems and the rules it needs to know to do so, such as addition or multiplication. When switching to categorizing objects, the brain must now orient itself to that goal and then must recall the rules and principles of geometry to do so.

The researchers were able to confirm

that switching tasks caused delays in productive functioning, even when the delay is only one-tenth of 1 second. They also found that unfamiliar and complex tasks made the delays longer. That is quick enough that we may not cognitively notice it, but one-tenth of a second is a long enough period of time to cause an accident when switching from driving and taking a call, or to bump into someone while walking when digging through your bag.

Not only does multitasking result in less accuracy and speed, it may also influence the structure of your brain.

A 2014 study from the Public Library of Science recruited 75 healthy adults and found through neuroimaging and questionnaires that those who reported the most multitasking performed worse on cognitive control tasks, showed more socio-emotional difficulties and had less gray matter in the anterior cingulate cortex. That region is involved in decision making and impulse control. What the study could not determine is whether the multitasking caused less gray matter or if less gray matter led to the behavior of multitasking.

The temptation to multitask is nearly omnipresent, but for the sake of efficiency, accuracy and overall mental well-being, it is worth trying to focus on one thing at a time.

It's 2021, do you know where your records are?

- Most agencies (if not all) were completely unprepared for any kind of an emergency, much less a pandemic that forced remote work
- Many decisions had to be rushed and pushed through
- Nobody's fault!!!
- Responsibility lies with the AGENCY on how they will move FORWARD
- Opportune time to “reset” and review your RIM
 - *What just happened?*
 - *Was there a way to avoid some of the pitfalls?*
 - *Where are the gaps?*
 - *Is there an agency plan for the future and their “new normal”?*

And COVID has certainly increased use of technology to conduct business

The basics of government and RIM are still, well, basic

Government still continues, pandemic or no.....

Technology used to create digital information has made processes more complex and convoluted

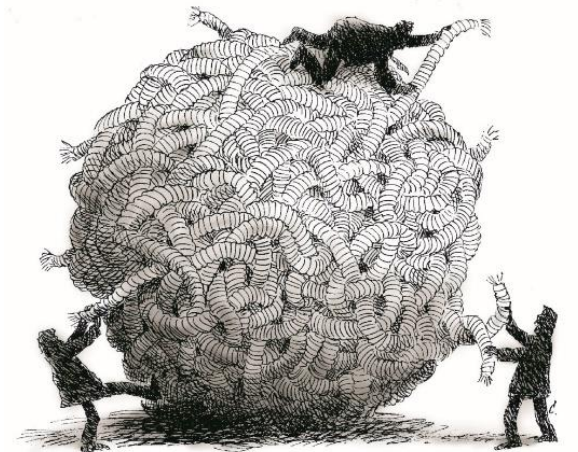
But it doesn't have to be that way!!!

Everyone knows there's a problem (and a messy one at that....)

To solve a problem that has been going on for awhile (like 20 years now) you have to **RETHINK** it – COVID just exacerbated the issues

RIM issues are a **BUSINESS** problem:

- Not an IT problem (although technology has been a primary contributor to the problem)
- Not a “collaboration” problem (we actually **OVERSHARE** wayyyy too much)
- Not a “we need more storage” problem
- Not a we need to “move to the cloud” problem
- Or any other numerous labels



Business in the time of pandemic

- How many of us upped your online commerce game during the pandemic?
- Notice how many businesses have nicely developed automated processes? They DO NOT USE emails as part of the process of purchasing/acquiring goods and services or they are used as a means of last resort? And even then you get a notice saying it will take a few days to get back to you??
- The right technology is AVAILABLE, no reason why agencies can't take advantage and transition to a modern workspace and follow suit
- No reason why government can't change up old outdated processes by way of automation and business process improvements
- No reason NOT to adopt alternative tools in order to conduct the business of government

Let's go online....

- Buy groceries and get delivered
- Get medications delivered
- Order takeout for delivery
- Do all your Christmas/birthday/holiday shopping
- Visit a doctor/therapist online – telemedicine services increased

All this involved a business PROCESS that has been automated

Pivot in the time of pandemic

- The right technology is AVAILABLE, no reason why agencies can't take advantage and transition to a modern workspace and follow suit
- No reason why government can't change up old outdated processes by way of automation and business process improvements
- No reason NOT to adopt alternative tools in order to conduct the business of government

- Time for more government to update and automate their processes
- Kudos to those who have already gone online (driver's licenses, etc) but time to make it enterprise wide AND manage records at the same time.....

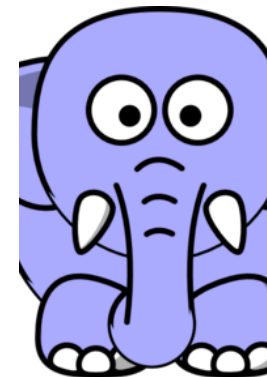
Get started: Follow ISO 15489

This doesn't need to be done overnight
*(Problems didn't happen overnight, it's been years in the making
and COVID just added to the issues)*

And yes, it's daunting
There are tools to help (but you need to pick the right ones)

*Eating an elephant is best accomplished by bites, not trying to
eat it all at once (And you avoid heartburn that way)*

Start shrinking your elephant!



Agility and pivoting

- Sometimes too much pivoting makes you go in circles – have a PLAN and leverage existing RIM standards
- Provides for consistent and repeatable processes while allowing some flexibility to meet the needs and requirements of the agency
- Time to assess where you are at and where you want to be (current chaos notwithstanding)



Back to Basics: Step 1

Assess the Situation



Doing an assessment of your BUSINESS PROCESSES is a great first step:

- What you do (What is the agency mission)
- How you do it (What are the steps to the process from start to finish i.e. how is a student registered? How do you issue a license? How do you manage a case?)
- What you do it with (The tools you use - emails, forms, excel spreadsheets, remote conference calls/meetings)

Records are the result of doing business, and knowing the process from start to finish and what technology is being used NOW will help you make the BUSINESS CASE to kick start a robust business process improvement/records management initiative

After you do an assessment, kick in with ISO 15489 and the PROCESS of records management, and then determine the infrastructure you should invest in to accomplish the goal modernizing your infrastructure – especially for remote workers – and have your records management cake and eat it too!

Assessment and appraisal

Assessment: The evaluation, estimation or judgment of the nature (good, bad, indifferent), quality (does this work?) or ability (can it do this?) of someone or something

Appraisal: The valuation of property (typically real estate, a business, a collectible or an antique). Doing a records appraisal is similar, you are placing a VALUE of those records to the organization (be it a business, legal or historic value)...think Antiques Roadshow or American Pickers

You want to do an ASSESSMENT FIRST to see where you're at as far as business processes go and evaluate your existing systems (manual or otherwise) THEN, as part of the process of implementing records management (ISO 15489!) appraise the records involved

Assessment vs appraisal

- An assessment is not as time consuming as an appraisal, you don't have to get into the weeds. It takes less time to scratch the surface for an appraisal and still come up with some valid data and information to create a solid business case for change
- Yup, an assessment can even be done remotely
- It's amazing how eye-opening an assessment can be
- An assessment will assist in planning and then launching the more lengthy and detailed processes of the next steps of planning and doing an appraisal
- An appraisal is done as part of the analysis of the records themselves and determining value, matching up with requirements and future “care and feeding” as part of implementing a RIM program

Post COVID planning and preparedness

Assess your current infrastructure:

What tools are you using, and how many different “systems” are used during the different processes?

Email, video conferencing, excel, word, drives, individual line of business software, going back and forth and in and out of different windows

What infrastructure should you invest in to accomplish the goal of modernizing your workplace i.e. supporting both in-office and continued remote work AND getting a handle on actual active records management processes?

You can have up-to-date and modern workflows, and have your records management cake and eat it too!



Play 20 questions

- What kind of systems do you have?
- What functions do these tools provide?
- Do they play nice with other systems?
- Are the tools meeting the needs of the agency and agency requirements?
- What version are you on, how outdated?
- Any redundant systems?
- What kind of support needs from IT/IS?
- Anything on life support?

Step 4: Systems Assessment

FreeDoc® Records Assessment

Step 4 - Systems Assessment

System Name	What It Does	Who Uses It?	Meeting Business Needs?	# of Users	Level of Use	System Type	Cloud or On Premise?	Database Type	Support Needs	Version You're On	Current Version Available	Plan to Upgrade?	Is This Redundant?
XYZ Payments	Process Payments	AR/AP	Yes	2	High	SaaS Financial Management	Cloud	SQL	Medium	3.1	Yes	No	No
Homegrown Accounting	Customer Accounts	Accounts Receivable	No, really slow and limited	2	Low	Custom Dev	On premise	Access	High, guy that developed it left 2 years ago	Original	No	Can't	No - records stuck in proprietary system
Homegrown Permitting	Stores pdfs	Permits	Nope	0	Nonexistent	Custom Dev	On premise	Really old	On life support	?	No	Can't	Yes
(S) Drive	Stores documents	Entire agency	Nope	75	High	Share Drive/Network	On premise	N/A	High maintenance	Dunno	?	No	It's just ugly
Outlook	Emails	Entire agency	Yes	75	High	Server	On premise		Low	10	Yes	Yes	No
Vault	Stores emails, e-discovery	State agencies	Used for storage, searching	52 (agencies)	High	Email management	Shared services		High	4.9	Yes	N/A	Yes

There's a good chance your IT department will have an inventory of the systems, just need to fill in the blanks

More system questions

The idea is to compare and gauge on an enterprise level how effective existing systems are for the organization

Compare current business processes with current systems

How many serve just one master or are one-trick ponies, and how many provide multiple functions?

Plays Nice With Others?	DoD 5015.2 Certified?	Volume of records stored in system	Annual Costs for Software Licensing/Maintenance	Annual Costs for Storage
Maybe	No	10GB	\$400	\$10,000
Nope	No	4 GB	\$500	\$1,500
Can't	No	100 MB	\$50	\$1,000
Can't	No	3 TB	\$750	\$25,000
Supposed to	No	500,000	\$5,000	\$6,000
Limited	No	1 Billion	N/A	1,653,540

Technology happened!

- It's been very common for individual departments to buy individual software to meet a very specific need
- Decisions often made without enterprise level evaluation/input from a records standpoint
- Need a baseline of effectiveness and costs
- Can help adjust priorities and strategies, create a blueprint going forward
- Improve and streamline organization's infrastructure



Right now is a good time to assess what happened as part of COVID

- Doing an assessment will also help determine what worked and what didn't, and develop wish lists for prioritizing changes
- Changes will need to happen, the pandemic has caused everyone to look towards a “new normal” , here's your chance to report on what it looked like before and during the pandemic and where improvements can be made
- It will feel like sweeping up after the parade, but cleaning up is always part of a post-disaster process

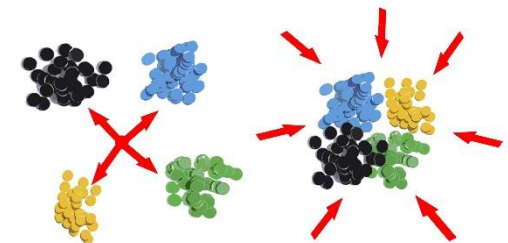
Where Processes and RM Need to Go: Automation

Workflow/BPM (Business Process Management): Automation of business processes, in whole or in part, where documents, information, or tasks are passed from one participant to another for action, according to a set of pre-determined rules and/or templates (workflows)

Allows staff remote access (as appropriate) from any location, and enforces behaviors necessary to get the job done within a structured environment

Enables centralization and becomes the designated single repository for the agency's business records...or what would then be referred to as a "System of Record"

Wouldn't that be nice?



Automation is key

- It's 2021 folks. Remember the definition of insanity?
- How do you think Amazon and other ecommerce have become so successful?
 - *Investing and building the right infrastructure to accomplish their mission*
- Manual labor is so 1999 – leverage the technology to work smarter, not harder and SAVE MONEY
- The future is NOW – the technology that will actually help is available NOW

Fear factor

- There is resistance to “automation” (i.e. robots)
- That’s not what business process automation (BPM) is about, it’s automating the processes humans are tasked with - just using better technology
- Automation does not mean people lose their jobs
- Automation means more TIME for people to engage with people and fix issues - less “paperwork” and more “people work”
- Focus on the processes of providing government services and resources to citizens that need it

I know, I know

IT COSTS MONEY!!! KA-CHING!!

Like problems and wasted time haven't already cost a bundle...

Amount of money from public disclosure costs:

2019 Public Records Data from JLARC 2019 Public Records Report

Agencies estimate spending more than 1.3 million hours and \$101 million responding to records requests* for the 208 agencies that reported performance metrics

- As part of an assessment, use numbers in costs of wasted time to perform tasks manually
- Calculate the costs of each step and how much time it takes to get from point A to point B
- Articulate the costs of poor customer satisfaction and frustration
- Add the costs of your current technology (both hardware and software)



Smart money

There are ways you can budget and then invest in incremental amounts, but at least GET STARTED with a plan for modernization and you can take smaller bites to get there

Many ECM systems offer cloud options, and even “subscriptions” (think of it like Netflix for records management !)

Pick one area/department/process to improve and modernize, build on that and think “big picture”

As things improve economically, scale it outward and upward!!

And talk about smart money: ROI – Return on Investment on the right system is incredible!! Functional benefits abound, and systems end up paying for themselves in short order in terms of time/money saved in manual labor and public disclosure/discovery costs



Smart Money and Government: Doesn't have to be another oxymoron

- And talk about smart money: ROI – Return on Investment on the right system is incredible!!
- Government has a fiscal responsibility to taxpayers
- Agencies hold records in trust for constituents, important to also have their trust that their tax dollars and revenues are spent wisely
- Functional benefits abound and systems end up paying for themselves in short order in terms of time/money saved in manual labor
 - *Increased customer satisfaction*
 - *Effective and efficient operations save time and money*

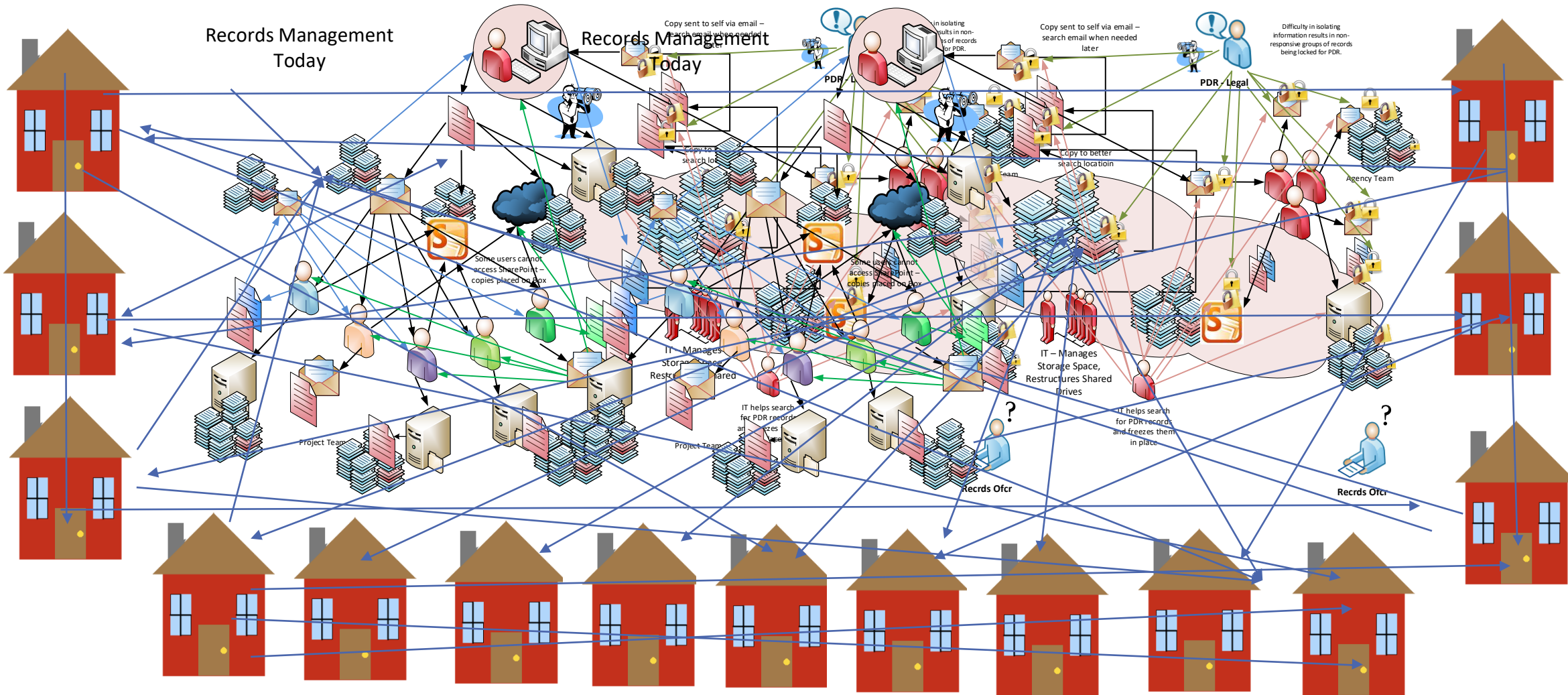
There are already ECM master contracts available!!

- Washington State has ECM master contracts available for you to start shopping
- Systems vetted and guaranteed to meet requirements for public records and then some!!! (Because the DoD5015.2 was used as a baseline requirement)
- You do not have to write an RFP*, contact directly to arrange demos asap
- Several advantages to using master contracts:
 - ✓ *Saves time and money not having to do the heavy lifting of writing RFP and going through lengthy evaluations and procurement processes*
 - ✓ *“One throat to choke” – Manufacturer’s held responsible for systems and implementation*
 - ✓ *Recourse if seller or reseller falling down on the job*

*Although you might have to (sorry) - check with your agency specific policies on procurement



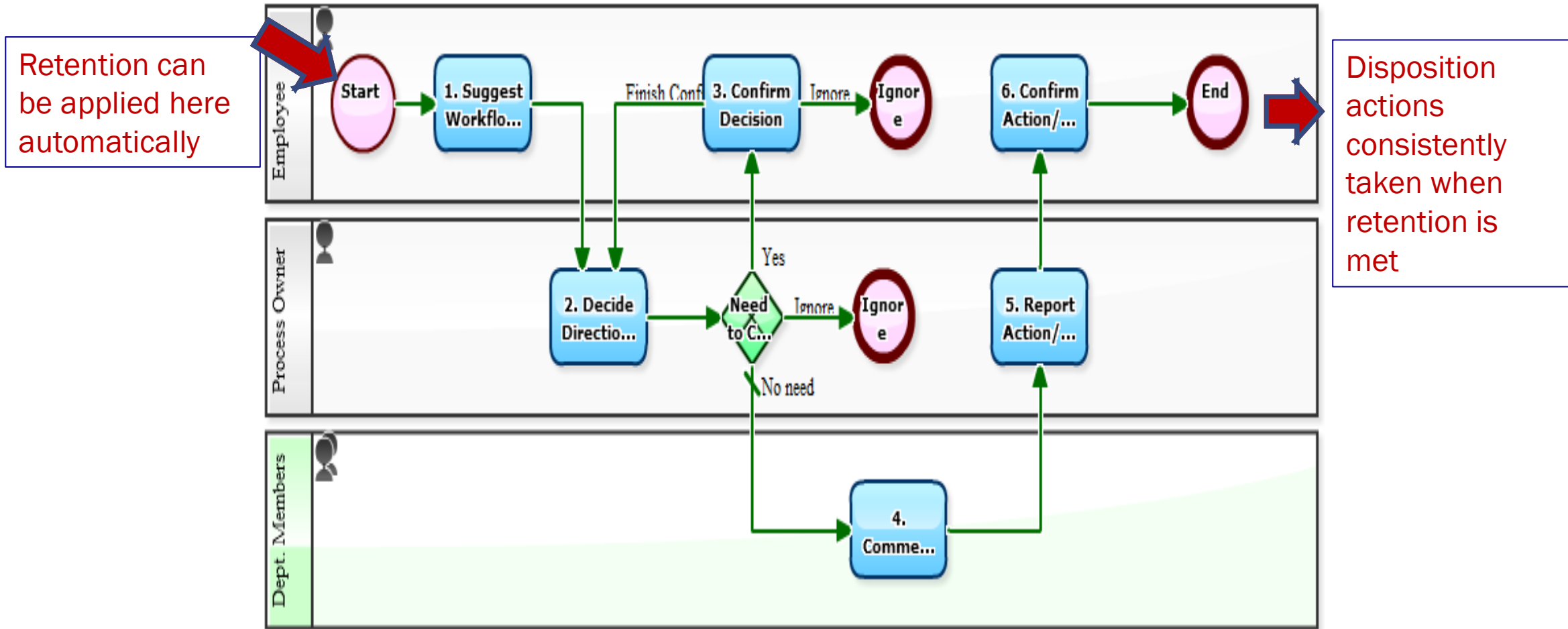
Do you still want to work like this?



FreeDoc® From Live...to Archive *and Back again!*®

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Or rather work like this?



Records Rap: ECM Revolution

Got records? You know the pain
You know you suffer, there is no buffer
Records requests don't stop

JOIN THE REVOLUTION

ECM SOLUTION

Digitize - Convert your paper (format wise)

Organize - No more shared drives

Renovate - Out with the old, in with the new

Innovate - Records with a different view

JOIN THE REVOLUTION

ECM SOLUTION

Emails - it's just too much

Video and audio files and such

Digital hoarding - its everywhere

Disposition? Nobody cares

JOIN THE REVOLUTION

ECM SOLUTION

Digitize - Make it a digital situation

Organize - From the point of creation

Renovate - Don't stay stuck with the same

Innovate - Time to change up the game

Why wait, don't hesitate

DO IT NOW

DO IT NOW



**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
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