



Harness the power of content to fuel
your business growth.

Nicole Smith, CRM, CDIA+, LIT
ARMA Seattle, April 6, 2007

Advanced Electronic Records Retention

Agenda

- **9:30-10:30am – Presentation**
- **10:30-10:45 – Break**
- **10:45-11:30 - Workshop**

Good Morning!

- **Thank You!**
- **How many of you feel you have control over all or the majority of your electronic records from an inventory and retention perspective?**
- **Patricia Holmquist reviewed Retention/Inventory Basics from last month**

The Facts

- **“Our email management strategy has not yet begun or much remains to be done”**
 - 75% of End Users*
- **“There is widespread understanding in our organization of what electronic records are and how they should be retained”**
 - 67% of End Users Somewhat or Strongly Disagree*
- **“In the event of a lawsuit, we have clear policies and procedures in place outlining what to do relative to electronic information”**
 - 55% of End Users Somewhat or Strongly Disagree*

The Facts (Con't)

- **41% of Organizations have a Formal Program in Place to Address Litigation Readiness and Electronic Information.”***

***AIIM’s Industry Watch Survey, State of Information Management Preparedness**

How Well Do You Communicate?

- <http://www.youtube.com/watch?v=4pyjRj3UMRM>

Glossary

- **Database:**
 - a structured collection of records or data which is stored in a computer so that a program can consult it to answer queries.
- **Email:**
 - Now just one word.
- **Disaster Recovery:**
 - is the process of regaining access to the data, hardware and software necessary to resume critical business operations after a natural or human caused disaster.
- **Contingency Planning:**
 - A plan devised for a specific situation when things could go wrong
 - typically a system failure.

Glossary (Con't)

- **Records Series:**
- Individual Records categorized on a Retention Schedule.

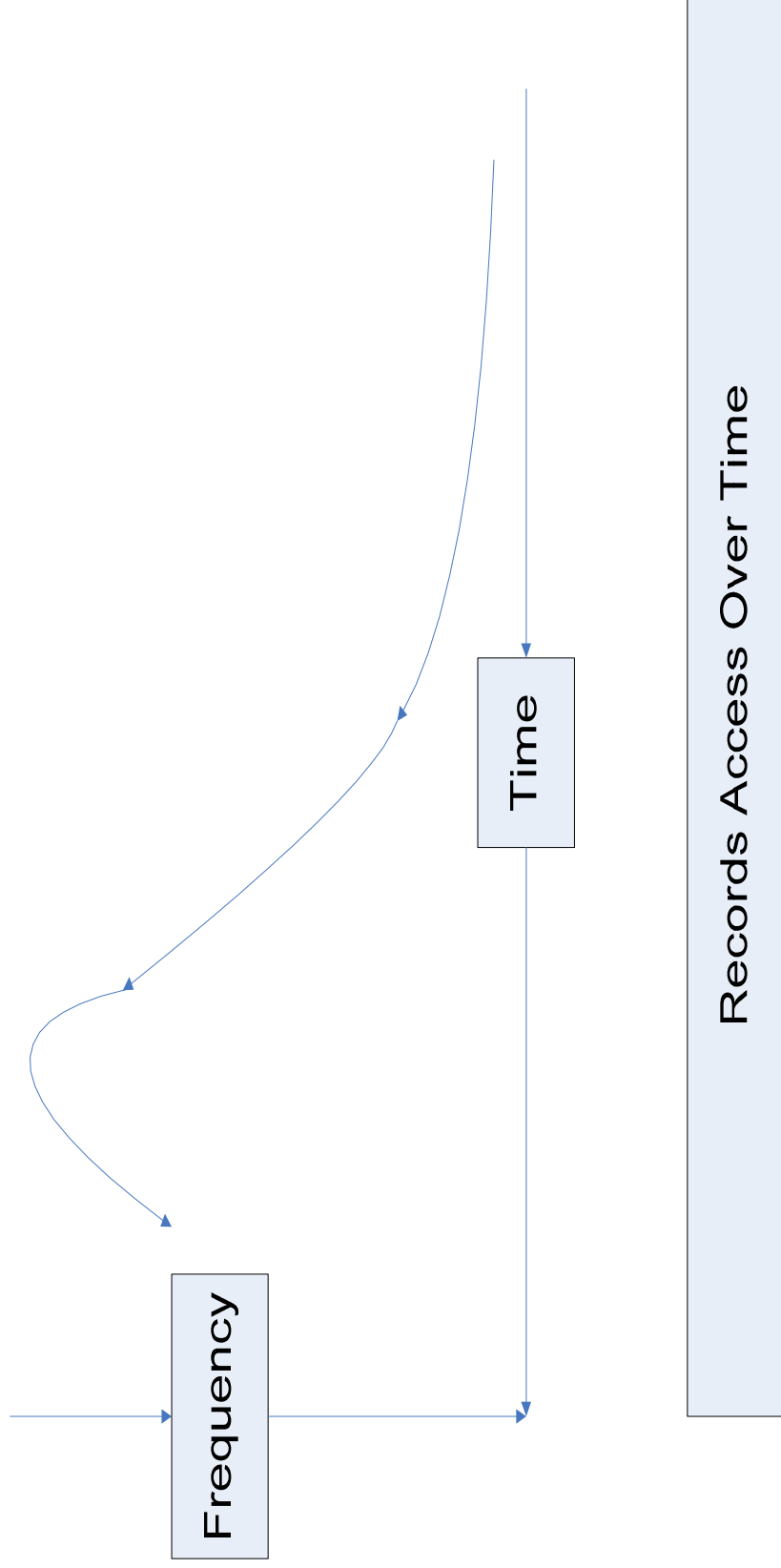
Acronym Help

- [whatis.techtarget.com](https://www.whatis.techtarget.com)
- [wikipedia.org](https://en.wikipedia.org)

Communicating With IT

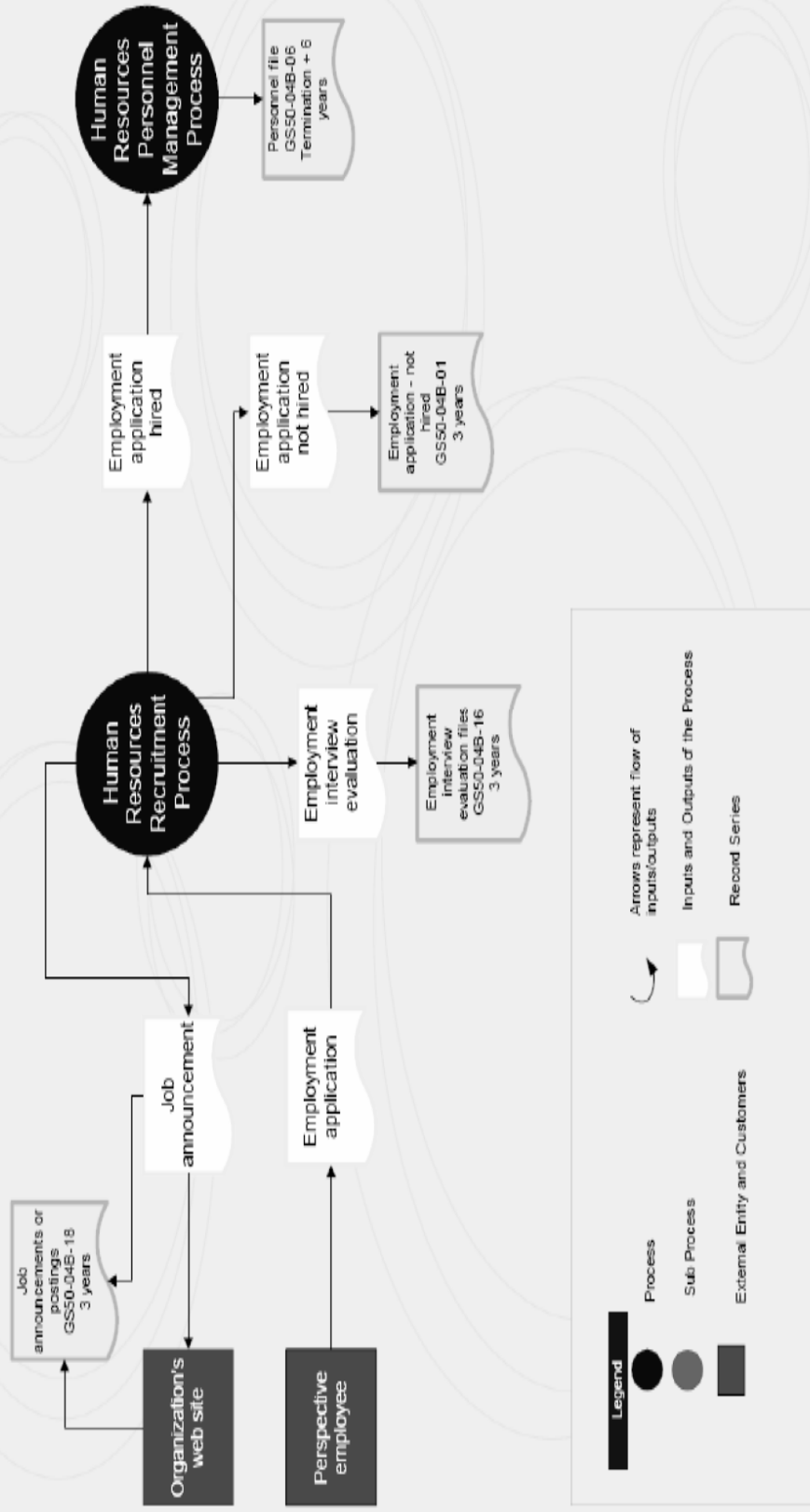
- **IT Concerns:**
 - Backup
 - Support

Records Access Over Time



“Managing Content’s Lifecycle”
AIIM Webinar, March 21, 2007

Context Diagram for Records Inventory



Consider A Context Diagram or Workflow Process

- **Most Data goes through Process**
- **The System was Designed for a Reason**
- **Records not originally identified come to the surface**

How to Conduct An Electronic Records Inventory

- **You can and should inventory electronic records when you begin your paper records inventory.**
- **Most of the Time, you will see a Direct Link**
- **1. Identify all electronic systems (including MS Office).**
- **2. Ask who your client talks to in IT about their system(s): Such as:**
 - **A. Maintenance**
 - **B. System Changes/Updates**
 - **C. Backups; how are they handled?**

What is the Difference Between IT & RM ?

- **Technically, not much. Both are in the business of protecting data.**
- **IT Professionals are getting used to these terms:**
 - **Discovery**
 - **Data Forensics**
 - **Retention**
- **Ability to Read Data before it is Obsolete**
 - **Rules of Civil Procedure**
 - **Sarbanes-Oxley**

New Civil Rules of Procedure will Open the Floodgates

- **The manner in which electronic records will have to be divulged.**
- **Unfortunately, this will reveal system and data management weaknesses.**
- **Just like retention issues, most organizations will find out the hard way: how difficult it is to locate data in a timely manner.**

You Need to Work with IT

- **These Days, most IT professionals understand what RM Professionals do.**
- **You need to ask the right questions in order to find all the data.**
- **You will never have a clue what data IT is managing (beyond the obvious – e-mail, MS Office) without assistance from the Business User**

Oops! Technician's Error Wipes Out Data For State Fund*

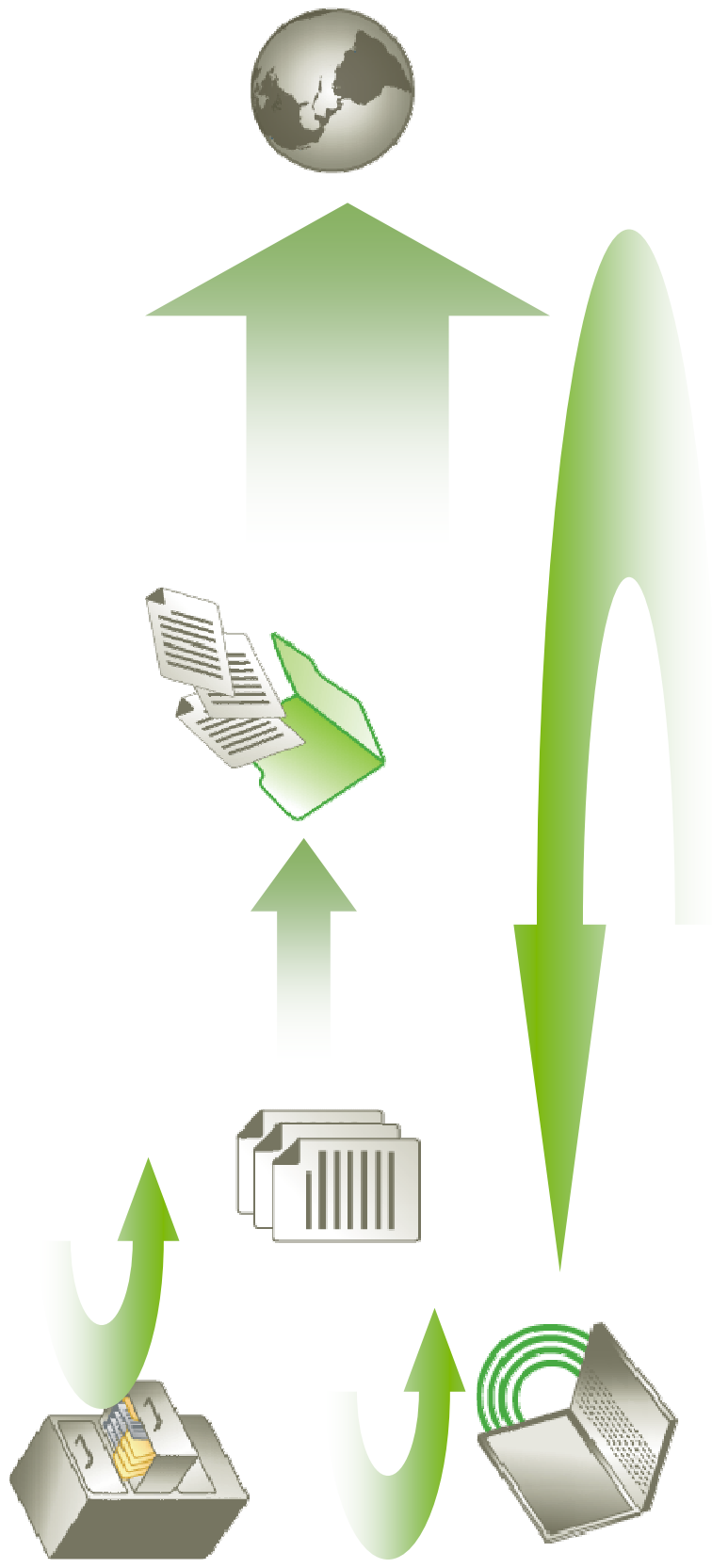
- **A Technician was reformatting a drive containing Alaska's oil-funded (Alaska Permanent Fund) account with all the data regarding Alaska's residents.**
- **The Good News: There were backup tapes.**
- **The Bad News:**
- **The Good News: 300 boxes of 2006 Applications; re-scan**
- **It only cost \$220,000**

*CNN.com, POSTED: 9:42 a.m. EDT, March 20, 2007

Placing the Data in the Retention Schedule

- **Depending on how your retention schedule is structured, you may not find a suitable Records Series**
- **Most of the time the data will fit**
- **Be prepared to create new Records Series**

The Never Ending Lifecycle





- **Electronic Data Inventory Checklist**
- **Interactive Workshop**

Thank You !

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