



e-Records Conference 2013

Tuesday, November 5, 2013



Transitioning to Electronic Processes

Sponsored by

the Texas State Library and Archives Commission (TSLAC)

and

the Texas Department of Information Resources (DIR)





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AGENDA

TRANSITIONING TO ELECTRONIC PROCESSES

- 8:00 AM **REGISTRATION AND NETWORKING**
- 8:30 AM **WELCOME** – Texas State Library and Archives Commission and Texas Department of Information Resources
- 8:45 AM **GOVERNMENT TECHNOLOGY: WHAT'S NEXT** – Texas State Representative Larry Gonzales, District 52 (Conference Keynote)
- 9:20 AM **ELECTRONIC POSTING OF MUNICIPAL MEETING NOTICES** – Jannette Goodall and Bob Guz, City Of Austin
- 10:20 AM **AM BREAK (REFRESHMENTS, EXHIBITS OPEN)**
- 10:45 AM **FROM SHARED DRIVE TO SHAREPOINT** – Kay Steed, Employees Retirement System of Texas
- 11:40 AM **DESIGN AND DEVELOPMENT – DIGITAL CONSTRUCTION E-LIBRARY [CONDENSED CASE STUDY]** – Jed Rogers, Texas Parks & Wildlife Department
- 12:00 PM **LUNCH (LUNCH PROVIDED, EXHIBITS OPEN)**
- 1:00 PM **BEST PRACTICES FOR PROJECT IMPLEMENTATION** – Rick Griffith, Image API, Inc
- 2:00 PM **SOCIAL MEDIA UPDATE FOR STATE GOVERNMENT [CONDENSED UPDATE]** – Jon Lee, Texas Department of Information Resources
- 2:15 PM **PM BREAK (REFRESHMENTS, EXHIBITS OPEN)**
- 2:30 PM **PROCESSING, STORAGE, AND SEARCH OF E-RECORDS** – Edward Mann, ViON Corporation
- 3:30 PM **PRESERVING ACCESS FOR ELECTRONIC RECORDS** – Kalani Kirk Hausman, Texas A&M University
- 4:25 PM **CONFERENCE WRAP-UP**

THANK YOU FOR ATTENDING. PLEASE COMPLETE AND RETURN OUR EVALUATION FORM.



Welcome from DIR and TSLAC

The Texas Department of Information Resources and the Texas State Library and Archives Commission welcome you to **e-Records 2013: Transitioning to Electronic Processes**. Geared to state agency and local government officials who create or manage electronic records, this one-day conference is an opportunity to improve electronic records management in Texas government. The conference brings together staff responsible for and interested in records management and information technology. It is also a great chance to network with attendees who work on some of the same electronic records management issues you face in your office.

Over 120 different state agencies, state universities, local governments, and exhibitors are with us today. Some of the more than 350 attendees here have been to several of these conferences and some are first-timers.

Members of the audience represent staff at all levels of management and from various disciplines: technology, records management, archives, legal, human resources, public information, accounting, purchasing, and many others interested in the issues surrounding electronic records management. This conference provides an opportunity for all of us to learn, share experiences, and create new working partnerships in records and information management.

This year we are fortunate to have a variety of speakers share their expertise. The morning topics focus on the future of government technology, using automation to post municipal Open Meeting notices, making the move from shared drives to SharePoint, and a short case study on digitizing park construction files.

In the afternoon, you will learn about best practices for projects, hear an update on DIR's *Social Media Guidelines*, and end with important sessions on searching and preserving electronic records.

We welcome you and hope that you enjoy the conference today.



Sponsoring Agency Notes

Texas Department of Information Resources (DIR)

The Texas Department of Information Resources (DIR) provides statewide leadership and oversight for management of government information and communications technology. Created in 1989, when the Texas Legislature enacted Chapter 2054 of the Texas Government Code (a.k.a. the Information Resources Management Act), DIR's responsibilities and authority have evolved significantly over time. In 2005, the 79th Legislature (HB 1516) signaled a clear mandate for the state to restructure the roles and responsibilities of agencies for its investment in information and communication technology. DIR has served in a leadership role to facilitate the state's economic competitiveness through its ability to deliver quality information resources commodities and services at the lowest prices and best value for state and local government as well as the K-12 public and higher education systems.

DIR's mission is to provide technology leadership, solutions and value to all levels of Texas government and education, as well as to enable and facilitate the fulfillment of their core missions.

To find out how DIR can help you, visit our website: www.dir.texas.gov.

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Chief Communications Officer

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Sponsoring Agency Notes

Texas State Library and Archives Commission (TSLAC)

The Texas State Library and Archives Commission (TSLAC) welcomes its new chief executive, Director and Librarian Mark Smith. An Austin native with a background in statewide library management, Mr. Smith heads an agency with a complex set of responsibilities to the people of Texas. TSLAC provides guidance and leadership in the areas of library development, talking books, archives, and records management.

The agency's State and Local Records Management Division (SLRM) coordinates the e-Records conference with DIR. Our principal role at State and Local Records Management is to provide support services to Texas state agencies and local governments in their efforts to comply with state records management laws. This broad range of services includes records management training, document imaging services, and records storage services.

Experienced government information analysts provide training classes in records management for state agencies and local governments. The Records Management Assistance unit serves almost 9,000 Texas local governments and all State agencies by providing assistance in all aspects of records and information management.

Records Center Services provides state agencies with cost-effective storage of non-current, infrequently used state records in hard copy, electronic and microfilm formats. Agencies have controlled access to their hard copy records that are stored in a facility specifically designed for high-density, low-cost maintenance of records. The electronic and microfilm records are stored in vaults specifically designed to protect these documents and mediums. Imaging Services specializes in preservation and archival microfilming, processing and duplication.

To find out how SLRM can help you, visit our website: www.tsl.state.tx.us/slrn.



Contact Information

Texas State Library and Archives Commission (TSLAC)

State and Local Records Management

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Austin, TX 78711-2927

Phone: 512-463-7610

Fax: 512-936-2306

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The Texas Record (blog)
<https://www.tsl.state.tx.us/slr/blog>

Follow **The Texas Record** for updates on TSLAC's URL change from tsl.state.tx.us to tsl.texas.gov coming soon.



Today's Speakers

State Representative Larry Gonzales, Keynote Speaker



Larry Gonzales is serving his second term in the Texas House of Representatives, District 52, which is contained completely within Williamson County and includes the cities of Round Rock, Hutto, Taylor, and parts of Georgetown.

Rep. Gonzales is a 17-year resident of HD 52 and a seasoned veteran of the Texas Legislature, having worked nine regular legislative sessions before his election to the Texas House in 2010.

As staff, he has worked for members of the Texas House, the Lt. Governor of Texas, and as an Assistant Vice Chancellor for Governmental Relations for the Texas State University System.

He currently serves on the House Appropriations Committee, Technology Committee, and Local and Consent Calendar Committee. He has also served on the House Select Committee on Redistricting and House Select Committee on **General Revenue Dedicated Accounts**.

His primary focus is the state budget, as well as public education and technology issues.

In his tenure as State Representative, Rep. Gonzales has earned several awards and recognitions from various organizations in Texas for his work. Such awards and recognitions include:

- Texas Association of Realtors – *Honor Roll, "2011 Legislative Hall of Fame"*
- Texas Retired Teacher Association – *Best of Texas Legislature, "Honorable Mention"*
- Texas Retired Teacher Association – *"Legislation of the Year"*
- Texas Public Employees Association - *"Legislator of the Year"*
- *"Emerging Leaders Program"*- 1 of only 50 state legislators nationwide to be nominated and attend

Rep. Gonzales is a 1993 graduate of the University of Texas at Austin with a B.A. in Government. He is currently working towards his Master's in Public Administration (MPA) at Texas State University.

He and his wife of 18 years, Marie, have resided together in Round Rock since 1996. Marie is employed by RRISD and serves as an Assistant Principal at McNeil High School. Their two young children, ages 11 and 13, are enrolled in RRISD.

Jannette Goodall, CRM, City Clerk, City of Austin

Jannette Goodall, CRM, ERM[®] is the City Clerk for the City of Austin. Prior to her appointment as City Clerk, she was the City Records Manager since 2001 and has over twenty-six years of RIM experience. In addition to the City of Austin, her career has included working with the Illinois State Archives, University of Washington in Seattle and the Utah State Archives. She is a Certified Records Manager and a member of ARMA International. She is currently working on her Certified Municipal Clerk and Texas Municipal Clerk designations. She is also a member of the 2012-2013 IIMC Records Management Committee and serves as the Secretary for the National Association of Government Archivists and Records Administrators (NAGARA).



Today's Speakers

Richard Griffith, CEO, Image API



Richard (Rick) Griffith, Jr. was born in Philadelphia, Pennsylvania and grew up in Newtown, Pennsylvania. Rick attended Purdue University and did some graduate work at Temple University. Mr. Griffith founded Image API, Inc in 1993 and has 25 years of experience as a sales professional, project and business manager, and corporate officer within the records management and document conversion services industry. Mr. Griffith has managed more than 1,500 projects involving micrographics and electronic imaging services, and the design, development and implementation of computer-assisted retrieval (CAR) and electronic document management (EDMS) systems. Image API is headquartered in Tallahassee, Florida, with offices in Huntingdon Valley, Pennsylvania, and two offices in Texas, Midland and Austin.

Mr. Griffith has acquired a broad managerial and technical understanding of electronic imaging hardware, software and services, including application and database design and development, document conversion services (e.g., scanning, optical character recognition, indexing, coding and quality assurance), and support services (e.g., maintenance, documentation and training). A frequent lecturer on electronic imaging, Mr. Griffith possesses a broad understanding of all areas of electronic image production including scanning, optical character recognition (OCR), indexing, coding, and quality assurance.

His expertise, combined with his experience running production facilities, and his managerial insights, provide him with the unique combination of skills necessary to lead a successful high-technology conversion company.

Mr. Griffith is married to Carrie for 28 years and has three children, Rick, Jessica, and Peter. All are avid Philadelphia sports fans and enjoy fishing.

Bob Guz, CRM, Records & Information Officer, City of Austin

Bob Guz, CRM, ERM^s, is the Records and Information Management Officer for the City of Austin, Texas. He is responsible for the Records Management program for the City, is a lead for the implementation of a City-wide electronic records management system, and has over 20 years of technical and records management experience. Mr. Guz's consulting and project management experiences include imaging and document management system development and records management program implementation. Previously, he was a program director with Iron Mountain Consulting Services and a technical project manager for First Consulting Group. He has also worked as an information and records management professional for SEMATECH, Texas Instruments, and NASA.

Kalani Kirk Hausman, Assistant Commandant, Texas A&M University

Kirk is a former ISO and IT Governance coordinator currently working at Texas A&M University. He is a professor teaching information governance and information assurance practices, and has been a consultant in international enterprise management projects. Kirk's IT credentials include: PMP, CISSP, CISA, CISM, CRISC, CGEIT, and other technology-specific certifications and licenses.



Today's Speakers

Jon Lee, Senior Policy Analyst in Technology Policy and Planning, Texas Department of Information Resources (DIR)



Jon has over 8 years of professional and academic experience in eGovernment and emerging technologies for state and local government. Jon has worked on several initiatives related to emerging technologies and their place in government, such as social media, mobile apps, open data, cloud computing, and collaboration software. Jon holds Bachelor's degrees from UC Berkeley in Legal Studies and Sociology, and a Master of Public Affairs from UT Austin with a focus in technology policy.

Edward Mann, Senior Storage Architect, ViON Corporation

Edward Mann has been in the high tech enterprise arena since 1993 as a course designer and teacher at Storage Technology Corporation (STK) in Colorado. He began his career as a systems engineer for STK's Federal Region in 1995 where he helped to implement one of the first large scale storage area networks at NASA Kennedy. Edward was awarded a number 1 systems engineer gold award, a bronze award, and three technical excellence awards while at STK. Other accounts of note include, Department of Energy, the Nuclear Regulatory Commission, and the FBI.

Edward moved on to Veritas Software in 1998 where his accounts included the U.S Postal Service, Department of Energy, The U.S. Census Bureau, Navy, and others.

Edward was the Chief Technology Officer for XSData Solutions in Florida and prior to working for ViON Corporation maintained his own consulting firm. During the period Edward taught Storage Area Networking, and presented at conferences world-wide. Edward also consulted with various businesses and helped further their storage requirements.

Edward is a continuing resource to ViON, presenting at varied venues including the Super Computing Conference.

Jed J. Rogers, Records Manager, Infrastructure Division, Texas Parks and Wildlife Department



Jed currently serves as the Records Manager for the TPWD Infrastructure Division. Prior to joining the division in December 2010, he spent nine years as a Government Records Consultant/Government Information Analyst at the Texas State Library and Archives Commission. Jed is a retired United States Air Force Reserve Officer. He trained military personnel and DoD civilian employees on classified information security, information management at various assignments.

Kay Steed, CRM, Records Management Officer, Employees Retirement System of Texas



Kay Steed is a Certified Records Manager with 24 years of records management experience in Texas state government. She began her career at TSLAC in the Library Development Division and served 5-1/2 years in the State and Local Records Management Division as a Government Records Analyst. She has also served as the Records Manager at the Texas Commission on Environmental Quality (TCEQ) and the Texas Department of Family and Protective Services (DFPS). She is currently the RMO at Employees Retirement System of Texas.



Presentation

Government Technology: What's Next

Conference Keynote

Texas Representative Larry Gonzales, District 52



Presentation

Electronic Posting of Municipal Meeting Notices

Jannette Goodall, CRM, City Clerk, City of Austin

Bob Guz, CRM, Records & Information Officer, City of Austin

Electronic Posting of Municipal Meeting Notices

Jannette Goodall, TRMC, CRM
Bob Guz, CRM
City of Austin, Texas

E-Records Conference
November 2013

Statement of Problem

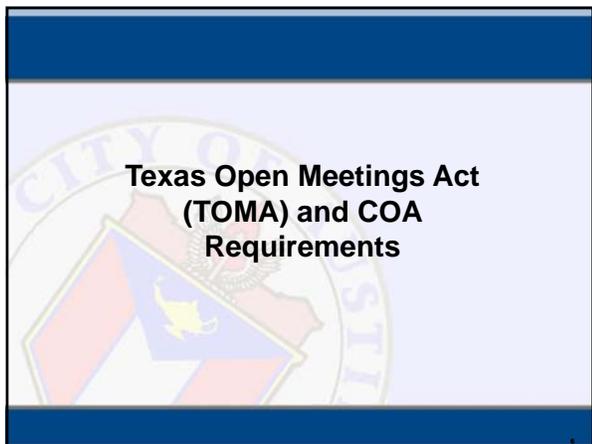
- **Multiple posting times and locations**
 - Physical bulletin board
 - City website
 - City Connection Calendar
- **Postings after 5 PM and on Saturday**
- **Meetings not being posted**
- **Inconsistent records management practices**
- **Inconsistent naming conventions**
- **Volume of agendas and related documents**
- **Multiple formats**











Texas Open Meeting Act (TOMA)

- **Posting requirements**
 - At all times 72 hours prior to the meeting
 - Must include: date, hour, place and subject
- **A city can post its notice on a physical or electronic bulletin board at a place readily accessible to the public at all times in the city hall.**
 - Regular physical location is limited to posting during regular "business hours"

COA Requirements

- **Post draft agendas two weeks in advance on the web**
- **Meetings within meetings**
 - At times three different meetings can occur within one Council Meeting
- **Miscellaneous**
 - Austin Energy Open Record Requests
 - Rule Postings
 - Civil Service Promotional Exams
 - Civil Service Disciplinary Hearings
- **Number of Entities**
 - Committees of Council: 7 committees
 - Council Corporations: 7 corporations
 - Intergovernmental Entities: 20 entities
 - Boards and Commissions: 60 (with 78 committees)
 - Associated Entities: 9 entities

2012 Statistics

- **Council meetings**
 - 113 meetings scheduled (14 were cancelled)
 - 1 Saturday meeting held for citizen communication
 - 1 meeting recessed and reconvened the following day
 - Most Council meetings held in one month: 16 (April 2012)
 - Longest meeting 17+ hours
- **Boards and Commissions**
 - 1,366 agendas posted
- **Total Documents posted to the web**
 - City Council: 7,266
 - Boards & Commissions: 6,111

Online Meeting Information Centers

Problems

- Confusion over when and how to post a meeting
- Late postings or meetings not being posted
- Different practices for posting to the Web depending on department and body
- Inconsistent records management practices and naming conventions
- Open records requests difficult and time-consuming to fulfill
- Content scattered across the City's website in multiple locations using different technologies

Content

- **Open Text Livelink eDOCS Edition**
 - City Council minutes, ordinances, resolutions: 1880 – present
 - Other Council records: 2000 – present
 - Boards and Commissions: 2010 - present
- **Council agenda for upcoming meetings; externally hosted agenda management system, SIRE**
- **Clerk's Disposition**
- **Video on Demand; externally hosted application, SwagIt**
- **Closed caption transcript; provided by contractor, SnapStream**

Online Meeting Information Centers

- **Supports the Council's goal to increase transparency in government**
 - Makes information available to citizens more quickly and conveniently
 - Brings together documentation that was previously scattered across the City's website in multiple locations
- **"One-stop" source for Council, Board, Commission, etc. meeting records**
- **Access to full details of each Council meeting**
- **Content search**

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Online Meeting Information Centers

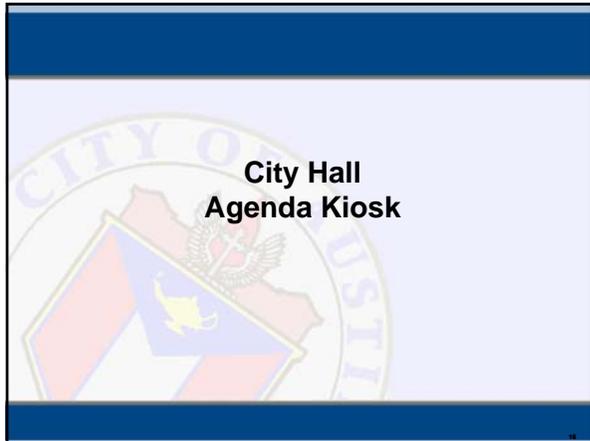
- **Each body has its own page**
 - Mission statement
 - By-laws
 - Membership
- **Each board and commission required to post documentation following standardized:**
 - Posting times (10:00 am and 3:00 pm daily)
 - Indexing and classification
 - Document templates
- **Consistent records retention**
- **Clerk's Office conducts periodic audits to track compliance with posting guidelines**

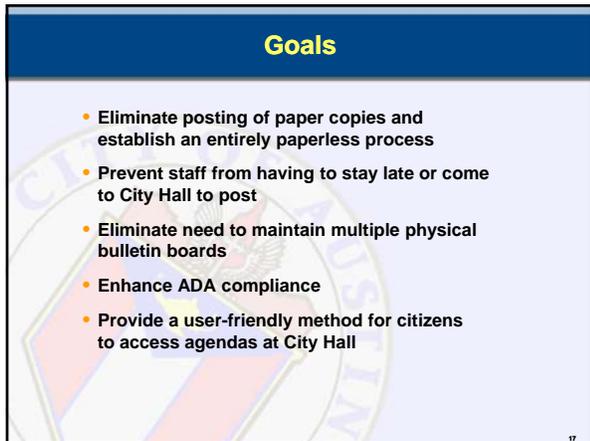
14

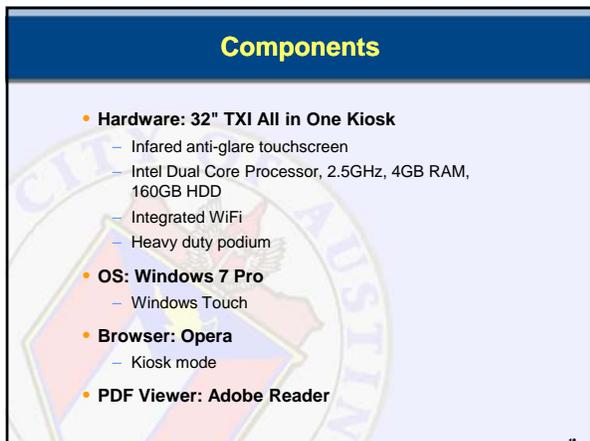
Demo

<http://austintexas.gov/vdepartment/city-council/council-meetings>
<http://austintexas.gov/vdepartment/boards-and-commissions-information-center>

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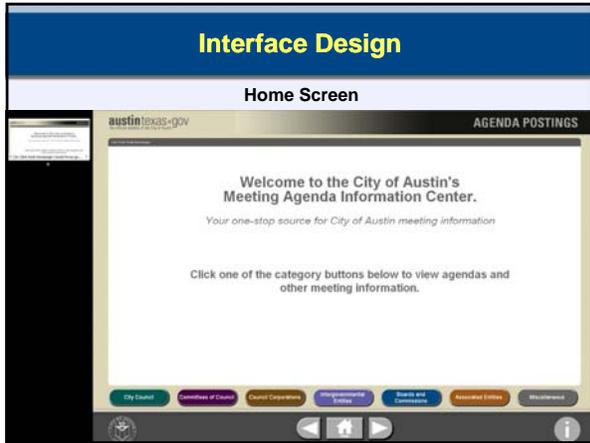


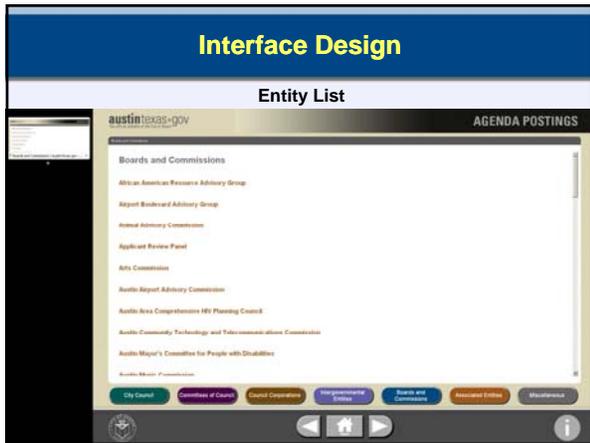
Interface Design

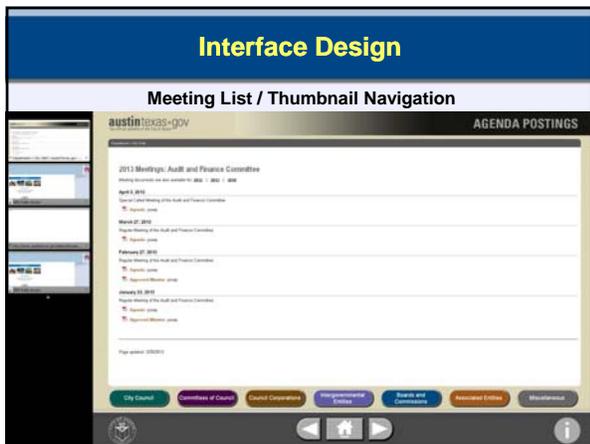
- Opera displays content elements available on agenda pages of the City's website
- Content organized by entity type:

City Council
Committees of Council
Council Corporations

Intergovernmental Entities
Boards and Commissions
Associated Entities
Miscellaneous
- Browser resets to home screen after 10 minutes of inactivity







Interface Design

View Agenda via Adobe Reader


PUBLIC SAFETY COMMISSION
 Monday, April 1, 2013 at 4:00 pm
 City Hall, Boards and Commissions Room
 301 West 2nd Street
 Austin, Texas 78701

AGENDA

Call to Order – 4:00pm

1. **Approval of Minutes** (4:00 pm – 4:05 pm)
2. **Citizen Communications** (4:05 pm – 4:20 pm)
 - a. Citizens wishing to speak on agenda and non agenda related items will need to sign up ten minutes before the meeting is called to order. Non agenda related citizen communications will be discussed during this period and will be limited to the first 5 speakers. Citizen Communications on agenda related items will be allowed after an item's presentation has been made. Each citizen communicator will be given 3 minutes to speak.
3. **Discussion and Possible Action Items** (4:20 pm – 5:00pm)
 - a. Briefing on Revised Board and Commission Recommendation Process – Bob Gaz and Sabine [unclear]

Challenges - Hardware

- **Infrared touchscreen**
 - LED bezels easily obstructed by users
- **ADA compliance**
 - Disabled users report difficulty accessing the full display area
- **Access to kiosk ports and cables**
 - Retro-fit panel required to prevent accidental or malicious access

Challenges - Software

- **Network security**
 - City policy prohibits kiosk from being logged into the City's internal network; relies on public WiFi
- **Complex configuration required to prevent access to non-City resources**
 - Disable gestures and virtual keyboard
 - Disable links to meeting video
 - Disable links to social media sites
- **Requirement to support access to some hosted content, such as SIRE Agenda System**
 - Unable to control the vendor's interface

Challenges - Software

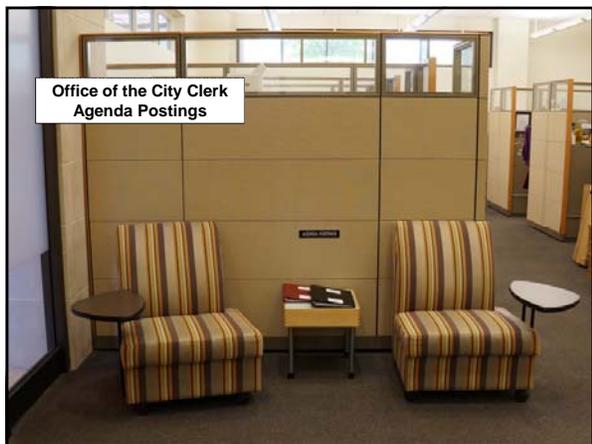
- **Complex configuration requirements to prevent loss of public WiFi access**
 - Disable all power saving settings
 - Bypass public WiFi "terms of use" screen
- **Dependency on specific application versions**
 - Newer versions of Opera do not fully support kiosk mode; must remain on Opera 12.02
 - Newer versions of Reader have issues in kiosk mode (floating toolbars, access to external links); must remain on Reader 9.x
 - All auto-updaters must be disabled
- **Importance of maintaining documentation and a backup image of the system configuration**

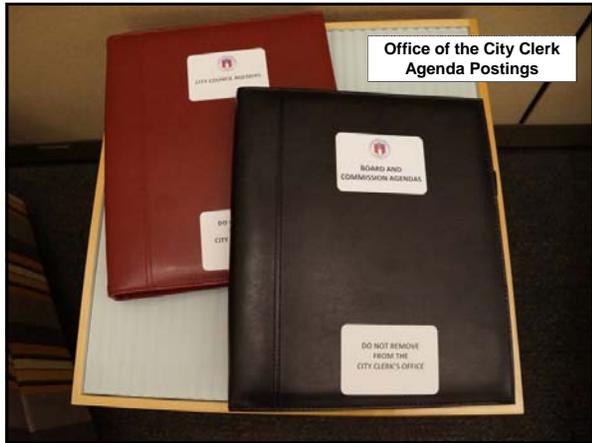
28

Challenges - Legal

- **Kiosk dependent on availability of the City's "network and website"**
 - Texas Open Meetings Act requires posting on the City's website and access to notices in City Hall during normal business hours
 - Law Department: The Act "anticipate[s] that the City Hall postings and the website postings be independent from each other."
 - Law Department: Until full independence has been realized, the paper agendas cannot be eliminated
- **Strict interpretation of "posting"**
 - Accessible to the general public at all times
 - Date/time stamp

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Office of the City Clerk
Agenda Postings



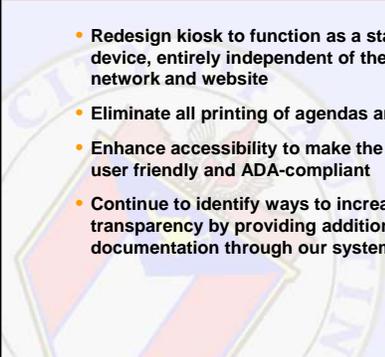
Before



After

Future Enhancements

- Redesign kiosk to function as a standalone device, entirely independent of the City's network and website
- Eliminate all printing of agendas and notices
- Enhance accessibility to make the kiosk more user friendly and ADA-compliant
- Continue to identify ways to increase transparency by providing additional meeting documentation through our systems



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Questions/Discussion

Jannette Goodall, CRM
jannette.goodall@austintexas.gov

Bob Guz, CRM
bob.guz@austintexas.gov

512-974-2210



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Presentation

From Shared Drive to SharePoint

**Kay Steed, CRM, Records Management Officer, Employees
Retirement System of Texas**

Shared Drives to SharePoint



Kay Steed, CRM
Records Management Officer
Employees Retirement System
512.867.7129
kay.steed@ers.state.tx.us

About ERS



ERS administers the retirement plans for members.

ERS manages the retirement trust for members.

ERS administers the *Group Benefits Program*:

- Insurance
- TexFlex
- TexaSaver



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ERS Organization



- Benefit Contracts
- Benefits Communications
- Customer Benefits
- Executive Office
- Finance
- Information Systems
- Investments
- Legal Services
- Operations Support



3

Content Structure



- Retention Schedule as Basis
- Metadata Fields Added
- Records Series as Libraries



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ERS Classification Scheme
to Records Conference 2013

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Classification Level Number (1-10)	Classification Level 2 - Full Name Number (1-10)	Classification Level 3 - Full Name Number (1-10)	Tag 1 Function Category	Tag 2 Function Category	Tag 3 Function Category	Retention Period Days	Retention Period Days	Retention Period Days	Retention Period Days	Retention Period Days	Total Retention Period Days	Retention Period Days	Retention Period Days	Retention Period Days	Retention Period Days	Retention Period Days
1	1	1				1	1	1	1	1	1	1	1	1	1	1
2	2	2				2	2	2	2	2	2	2	2	2	2	2
3	3	3				3	3	3	3	3	3	3	3	3	3	3
4	4	4				4	4	4	4	4	4	4	4	4	4	4
5	5	5				5	5	5	5	5	5	5	5	5	5	5
6	6	6				6	6	6	6	6	6	6	6	6	6	6
7	7	7				7	7	7	7	7	7	7	7	7	7	7
8	8	8				8	8	8	8	8	8	8	8	8	8	8
9	9	9				9	9	9	9	9	9	9	9	9	9	9
10	10	10				10	10	10	10	10	10	10	10	10	10	10

Operations Support Division (OS)



- Reviewed OS Documents on Shared Drive
- Determined where they belonged
- Performed crawl on OS documents
- Entered information into Crawl Document
- Performed Post Crawl
- Migrated into SharePoint



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ERS Hurdles in SharePoint



- Having the right records series
- Security groups dividing records series
- Too many records series
- High number of retention codes



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SharePoint 2010



- Released before our Migration was Completed
- Began with IT Division
- Reasons to Go with SP 2010
- New and Enhanced Features



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ECM Features in SharePoint Server 2010



- Manage Rich Media Assets
- Develop with Document Management Features
- Manage Enterprise Metadata
- Develop with Records and eDiscovery Features
- Manage Web Content



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What's Next?

- Developing a Taxonomy
- Consistency Across Divisions
- Implementation of Disposition in SharePoint



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Before you start . . .

- Define the Problem
- Understand the Business Processes
- Study the Options
- Choose the Solution
- Develop the Plan



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Governance Plan

- Guideline for how ECM Solution will be used:
 - Overview
 - Roles and Responsibilities
 - Site Design
 - Rules for Use
 - Application Use
 - Configuration
 - Branding
 - Navigation
 - Training



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Tips for Migration Strategy

- Plan
- Library structure
- Cleanup prior to crawl
- Content assignment
- Crawl of shared drive
- Classification and taxonomy



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Thoughts on SharePoint

- Enabled Features
- Security Groups
- Retrieval
- Disposing of Documents



17

Good Things Have Happened . . .

- Training Classes
- Increased Interest
- RM and IT Together



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	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	Classification Level 1 - Folder - Records Series Title (bolded)	Classification Level 2 - 1st Sub-folder - Program	Classification Level 3 - 2nd Sub-Folder - Topic	Tag 1 Functional Category - Owner	Tag 2 Functional Category	Tag 3 Functional Category	Records Series Item Number	Div	Unit	Agency Item Number	Retention in Office	Retention in Storage	Total Retention Period	Archival Value	Vital	Remarks	Texas State Library Storage Approval Number
2	Contracts and Leases. May include general obligation, land lease, utilities, services, equipment, and construction except for buildings. Documents may include proposals, specifications, affidavits of publication of calls for bids, accepted bids, performance bonds, contracts, purchase orders, inspection reports, correspondence, amendments, and renewals. Also, includes documents used to monitor compliance.						5.1.001	GS		1115	AC	7	AC+7		X	AC = Expiration or termination of the instrument according to its terms. Does not include Building Construction Contract Inspection Records, #2473 in OS or Contract Log, #1116 in LS.	11-327-057
3		Building Maintenance															
4			Janitorial	MS	Sanitation	Contract with ERS and Vendor											
5			Landscape	MS	Grounds	Contract-ERS and Vendor											
6			Mechanical	MS	HVAC	Contract-ERS and Vendor											
7		Equipment Rental															
8			Reproduction	AD	Copy Print Fax Machines	Contract-ERS and Vendor											
9		Lease of Space															
10			Tenant	AD	Leases	Contract-ERS and Vendor											
11			Records Storage	RM	Offsite Storage	Contract-ERS and Vendor											
12		Other Categories															
13			Confidential Information Destruction	RM	Records Destruction	Contract-ERS and Vendor											
14		Safety															
15			Elevators	AD	Repair and Maintenance	Contract-ERS and Vendor											



Presentation

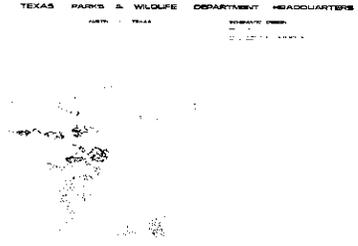
Design and Development Digital Construction E-Library [Condensed case study]

Jed J. Rogers, Records Manager
Infrastructure Division
Texas Parks and Wildlife Department

TEXAS PARKS AND WILDLIFE
DEPARTMENT
INFRASTRUCTURE DIVISION
"DIGITAL CONSTRUCTION E-
LIBRARY"
November 5th, 2013

HEADQUARTERS DESIGN

TEXAS PARKS & WILDLIFE DEPARTMENT HEADQUARTERS
AUSTIN, TEXAS
1910-1911



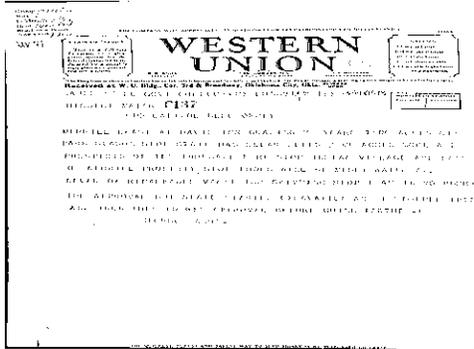
BASTROP WAREHOUSE



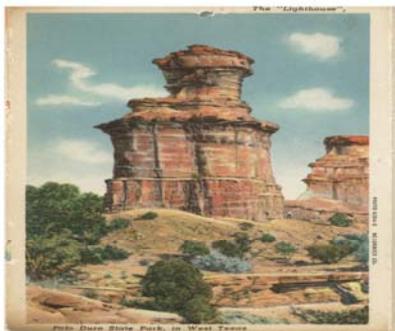
DAVIS MOUNTAINS



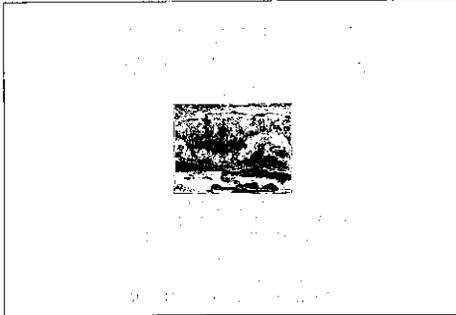
TELEGRAM



PALO DURO CANYON



GARNER STATE PARK



"THE CROSSING"





Presentation

Best Practices for Project Implementation

Richard (Rick) Griffith, Jr., CEO, Image API



Best Practices for Project Implementation

November 3, 2013
Texas e-Records Conference 2013
Rick Griffith

PROCESS INTELLIGENCE. TECHNOLOGY INNOVATION.

TEXAS: 2100 KRAMER LANE, SUITE 700, AUSTIN, TX 78758 | (512) 372-0200
FLORIDA: 2000 OLD ST. AUGUSTINE ROAD, BLDG D, TALLAHASSEE, FL 32301 | (850) 222-5400
PENNSYLVANIA: 455 VEIT ROAD, HUNTINGDON VALLEY, PA 15006 | (215) 364-3320

imageAPI.com



The Legend of Judge Roy Bean





Today's Map



- Best Practice**
 - Project Start
 - Implementation
 - Workflow
 - Data Acquisition
 - Reporting
- Governance**
 - How to Stay Out of Jail
 - HIPAA Compliance
 - Standards
 - Manage and Maintain
- Victory**
 - Meeting Expectations
 - Declare Victory
 - Share Credit

imageAPI

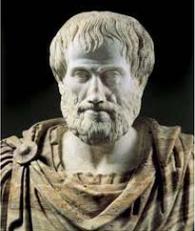
Experienced Implementers Know

- "If you can't be a good example, then you'll just have to be a horrible warning." — Catherine Aird
- "The biggest lie is 'It's different this time.'" — Sir John Templeton

imageAPI

What is a Best Practice?

- Understanding Project Goals
- Identifying Success Criteria
- Who are the stakeholders?



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Implementation Concepts

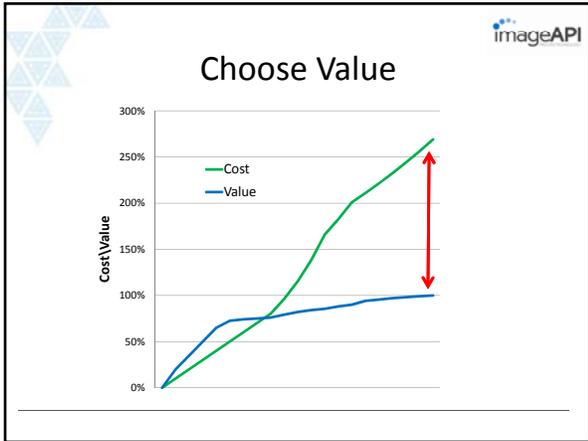
- Improve the relationship between the stakeholders and the business process
- What information does each stakeholder need?



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Workflow Design

- The fallacy of automation
- We need LEADERSHIP
- Where the people fit



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Data Acquisition Strategy

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What should be reported?



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Governance and Standards

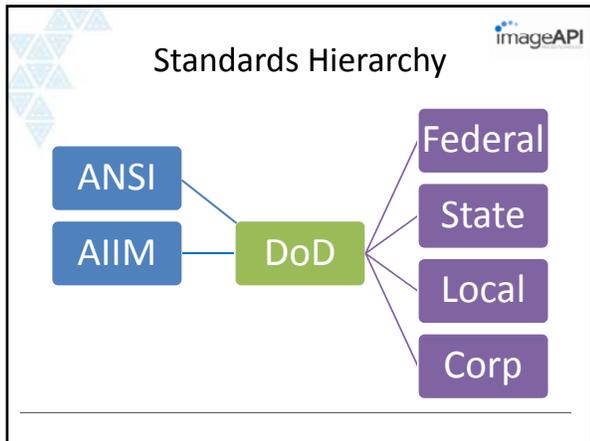
- How to stay out of jail
- HIPAA Compliance
- DoD, ANSI and AIIM Standards
- Monitor and Maintain



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Penalties

HIPAA Violation	Minimum Penalty	Maximum Penalty
Individual did not know (and by exercising reasonable diligence would not have known) that he/she violated HIPAA	\$100 per violation, with an annual maximum of \$25,000 for repeat violations (Note: maximum that can be imposed by State Attorneys General regardless of the type of violation)	\$50,000 per violation, with an annual maximum of \$1.5 million
HIPAA violation due to reasonable cause and not due to willful neglect	\$1,000 per violation, with an annual maximum of \$100,000 for repeat violations	\$50,000 per violation, with an annual maximum of \$1.5 million
HIPAA violation due to willful neglect but violation is corrected within the required time period	\$10,000 per violation, with an annual maximum of \$250,000 for repeat violations	\$50,000 per violation, with an annual maximum of \$1.5 million
HIPAA violation is due to willful neglect and is not corrected	\$50,000 per violation, with an annual maximum of \$1.5 million	\$50,000 per violation, with an annual maximum of \$1.5 million



Conclusion

- Now what?
- Meeting expectations
- What does “Victory” look like?



Questions



Presentation

Social Media Update for State Government [Condensed update]

**Jon Lee, Policy Analyst in Technology Policy and Planning, Texas
Department of Information Resources (DIR)**



Presentation

Processing, Storage, and Search of E-records

Edward Mann, Senior Storage Architect, ViON Corporation



Presentation

Preserving Access for Electronic Records

Kalani Kirk Hausman, PMP, CISSP, CISA, CISM, CRISC, CGEIT,
Assistant Commandant, Texas A&M University

