e-Records Conference 2017

Friday, November 17
Austin, Texas

INFORMATION GOVERNANCE

TAKE CONTROL & SUCCEED

TEXAS STATE LIBRARY AND ARCHIVES COMMISSION

Texas Department of Information Resources

Sponsored by Texas State Library and Archives Commission (TSLAC) and
Texas Department of Information Resources (DIR)

#TXeRecords | @TSLAC | @TexasDIR

Welcome from DIR and TSLAC

The Texas Department of Information Resources and the Texas State Library and Archives Commission welcome you to **e-Records 2017, Information Governance: Take Control and Succeed**.

More than 145 different state agencies, state universities and local governments, as well as 20 exhibitors, are registered. Some of the more than 330 attendees have been to several of these conferences and some are first-timers. Take this opportunity to network with colleagues and learn from each other. Please visit the exhibitors during the breaks and at lunch.

We are fortunate to offer a robust roster of both public and private organization speakers who will share their expertise. **We welcome you and hope that you enjoy the conference today!**

Conference Resources

Internet access is available during the conference

Connect to the **attwifi** network. Open your web browser. Click on "I have a Coupon" and enter this code:
WP4A-XJ8K-8X

Conference speaker materials

Posted presentations:
http://bit.ly/erecords2017

Conference Certificate and Survey

A certificate of attendance and a link to an online survey will be e-mailed to you after the event. The certificate includes information for CE, IRM, CRM, and IGP credits.

Conference Invoices

Invoices will be e-mailed to your billing contact in the month after the event.

Contact

Texas State Library and Archives Commission

State and Local Records Management, **slrminfo@tsl.texas.gov** or 512-463-7610

What's on your mind?

The 3:45 sessions today will offer you a chance to ask a question of your host agencies.

Grab an index card from the registration desk:

Yellow Cards for State Agencies — **PANEL: TOOLS FOR SUCCESS – WHAT'S NEW & WHAT'S NEXT**

Pink Cards for Local Governments — **LOCAL GOVERNMENT OPEN FORUM**

1. Write down your question for the state agency panelists or the local government forum.

2. Drop your question in the box on the registration desk by the end of lunch.

3. The speakers will review the questions and answer as many as time allows.

Agenda   2017 e-Records Conference

8:00 AM	**Registration and Networking – Refreshments, Exhibits Open**
8:30 AM **Big Tex**	**Welcoming Remarks** Stacey Napier, *Texas Department of Information Resources* and Mark Smith, *Texas State Library and Archives Commission*
9:00 AM **Big Tex**	**The Public Information Act and Updates from the 85th Legislative Session** Justin Gordon, *Office of the Attorney General*
10:00 AM	**Morning Break – Coffee Refresh, Exhibits Open**
10:30 AM **Big Tex**	**TSLAC Wants Your Electronic Records! Transferring Electronic Records to the Texas Digital Archive** Mark Myers and Brian Thomas, *Texas State Library and Archives Commission*
Li'l Tex	**Establishing Information Governance for Local Governments in Microsoft SharePoint and Office 365** Alexander Webb, CRM, and Julia M. Johnson, CRA, *Capital Metropolitan Transportation Authority*
11:45 AM	**Lunch (Provided) – Networking, Exhibits Open**
12:45 PM **Big Tex**	**Data Protection and Information Governance Across Data Silos** Patrick McGrath, *Commvault*
Li'l Tex	**Teacher Retirement System of Texas: The Information Governance Journey** Jimmie Savage, CRM, *Teacher Retirement System* and Todd Brown and Kristin Homer, *Access Sciences*
2:00 PM	**Afternoon Break – Refreshments, Exhibits Open**
2:15 PM **Big Tex**	**Big Data versus Information Security: Bringing Peace to Conflict** Eric Stene, CRM, *City of Austin*
Li'l Tex	**How to Succeed at Information Governance in the Cloud** Sonny Hashmi, *Box, Inc.*
3:30 PM	**Afternoon Break**
3:45 PM **Big Tex**	**Panel: Tools for Success – What's New and What's Next** Ed Kelly and John Hoffman, *Texas Department of Information Resources* Craig Kelso, CRM, and Nanette Pfiester, CRA, *Texas State Library and Archives Commission*
Li'l Tex	**Local Government Open Forum** *Texas State Library and Archives Commission*
4:30 PM **Big Tex**	**Conference Wrap-up** Thank you for attending. Please complete our online evaluation survey after the event.

Presentation Descriptions and Speaker Biographical Information

The Public Information Act and Updates from the 85th Legislative Session

This session will provide a general overview of the Public Information Act. The session will include updates to the Act made by the 85th Legislature.

Justin Gordon, Chief of the Open Records Division, Office of the Attorney General

Justin previously was an assistant general counsel in the General Counsel Division of the Office of the Governor. Before joining the governor's office in 2011, Justin served as a senior attorney and a drafting attorney in the Open Records Division of the Office of the Attorney General. Justin earned a B.A. from The University of Texas at Austin in 2002 and a J.D. from Baylor Law School in 2005.

TSLAC Wants Your Electronic Records! Transferring Electronic Records to the Texas Digital Archive

For years, the Texas State Library and Archives Commission (TSLAC) did not have the capacity to accept permanent electronic records from state agencies. With the development of the Texas Digital Archive (TDA), TSLAC has begun receiving and providing access to e-records, and is looking for more. In this presentation, electronic records specialists Brian Thomas and Mark Myers will discuss the types of records (including file formats and metadata) TSLAC will accept and the procedures for transferring records to the TDA. They will also demonstrate the levels of access the TDA can provide. In addition, the presenters will highlight the cost saving benefits to Texas state agencies for transferring their permanent archival electronic records to the TDA.

Mark J. Myers, Senior Electronic Records Specialist, Texas State Library and Archives Commission

Mark has over 17 years of experience in electronic records management and digital preservation. Mark started with TSLAC in June, 2014, and is building a data archive to preserve and make accessible the electronic records of state government, beginning with the records of Governor Rick Perry in 2015. Mark will also be providing advice and assistance to state government agencies for the long-term preservation of their electronic records. Prior to his work in Texas, Mark was the electronic records archivist with the Kentucky Department for Libraries and Archives for 13 years. Mark has a bachelor's degree in secondary education from the University of Kentucky and graduate work from Auburn University. He now lives in Austin, TX, with his two children.

Brian Thomas, Electronic Records Specialist, Texas State Library and Archives Commission

Brian is a graduate of the University of Texas School of Information graduate program. From 2014 through 2015 he was the Electronic Records Archivist for the state of South Carolina where he helped to establish the electronic records repository system and provide guidance to agencies on preserving their electronic records until time of disposition. In late 2015, he moved to Texas, working with Mark Myers to manage the Texas Digital Archive. Prior to archives, Brian worked for over 7 years in the insurance industry as an adjuster where he managed a large volume of records in the ordinary course of business.

Establishing Information Governance for Local Governments in Microsoft SharePoint and Office 365

This session is designed to share with local governments tips and tricks for aligning your organization's business needs, regulatory requirements, and the functionality of SharePoint to develop a strategy for using SharePoint as your organization's records and information management system.

Alexander Webb, CRM, IGP, Records Management Officer, Capital Metropolitan Transportation Authority

Alex has almost a decade of experience in the management of local government digital and physical records. He has overseen the successful implementation of various enterprise electronic records management systems for local governments and recently oversaw the final stages of his organization's conversion to a Microsoft Office 365 SharePoint environment. Alex is a Certified Records Manager, and Information Governance Professional, and holds a Bachelor of Public Administration from Texas State University.

Julia M. Johnson (Julie), CRA, Senior Administrative Assistant for the Information Technology Department, Capital Metropolitan Transportation Authority

Julie has over 15 years of experience in the management of local government digital and physical records. She currently serves as the Department Records Coordinator and assists departments with the implementation of Capital Metro's Records Management program. Julie also played a key role in the implementation of her organization's conversion to a Microsoft Office 365 SharePoint environment. Julie is a Certified Records Analyst and holds a Master of Library Science from Florida State University, School of Information.

Data Protection and Information Governance Across Data Silos

Depending on your perspective, information can be a blessing or a curse (goldmines or minefields). IT departments aim to reduce the volume of information and its cost; security officers, compliance and records groups aim to control and lock down information; and lines-of-business want to use information to streamline operations and exploit new opportunities.

Today, particularly with accelerating movement to the cloud, information is becoming increasingly fragmented. While many are excited about the advantages the cloud can bring, life has become significantly more complex for those who are responsible for information governance, compliance and security. All of this is happening at a time where global data privacy laws, such as EU's GDPR, significantly increases the stakes for information mishandling and ransomware security breaches capture the headlines.

This session explores how information is being fragmented across devices, locations and providers, and how data silos don't have to get in the way of:

- Protecting your data and your data subjects
- Analysis of structured and unstructured information
- Centralized management of data policy
- Supporting compliance with search, legal holds and retention management

Patrick McGrath, Digital Transformation Leader, Commvault

Patrick is an authority on digital transformation, content and data management. He currently leads marketing efforts for Commvault's solutions that support content and unstructured information. He previously led Product Marketing and digital transformation thought leadership efforts at EMC's Enterprise Content Division and was a regular speaker at international events.

Patrick spent several years at University of California at Berkeley managing IT services including data center, business intelligence, content management, records management, research data management and working with digital libraries. He leverages his experiences as a customer, consultant and marketer to help organizations compete in today's digital business environment.

Teacher Retirement System of Texas: The Information Governance Journey

The Teacher Retirement System of Texas (TRS) has a mature records and information management program and has begun the next phase of its Information Governance journey by initiating a major electronic records

project in January 2017. This project will address the way TRS manages electronic information and records. Leveraging its existing systems and applications, TRS is in the process of implementing an email management solution and migrating information into governed information sharing sites and records repositories. The solution will enable auto-tagging of content, automation of some records management processes, and improved findability of information and records throughout their lifecycle. This presentation will provide a project overview, current state, and lessons learned to date.

TRS expects to gain the following value from its Information Governance and Records Management project:

- Improved business performance and operational efficiencies
- Operational cost reductions
- Information findability and risk mitigation
- Agency-wide alignment with regulations
- Enhanced information integrity and management of the information lifecycle

Jimmie E Savage, CRM, Manager, Records Management Department, Teacher Retirement System of Texas (TRS)

Jim has 40+ years of experience in records management in Texas state government. He has a BA (1973) and MLS (1975) from the University of Texas at Austin. He has been an active member of the Austin ARMA chapter since its inception and a CRM since the mid-1980s. He has developed records management programs in four separate state agencies with responsibilities including administrative operations, print shop & copy services, file room operations, records storage, retention schedule development & implementation, microfilming, and document imaging. His most recent focus has been incorporating the principles of information management and information governance into TRS' records management program using ARMA's principles and maturity model as a guide.

Todd Brown, Managing Director, Access Sciences

Todd has over 30 years of management and leadership experience in professional services, technology, and human resources. His background includes international company expansion into new markets, implementing growth strategies, and successful business start-ups in the U.S. He has architected client solutions for Fortune 100 and 500 companies in retail, service, utilities, oil and gas, government, insurance, and information technology markets. Todd's strengths include client services, account management, marketing, business process outsourcing, and quality assurance. He currently serves on the Board of Directors for ARMA Houston, ARMA Austin, and the Alice L Haltom Educational Foundation.

Kristin Homer, Senior Manager, Access Sciences

Kristin is a Senior Manager in the Information Governance practice of the professional services division at Access Sciences. Areas of expertise include project management, taxonomy development, RIM program assessment, and business analysis. Kristin's project leadership roles at Fortune 100 clients include records management assessments, enterprise taxonomy development, and collaborative content management solution design, development and implementation. Kristin is a Certified Information Professional (CIP), and has a B.A. in Anthropology, and M.A. and PhD in Linguistics, each from the University of Colorado.

Big Data versus Information Security: Bringing Peace to Conflict

Big data has become a major source of information for analyzing an amazing variety of trends. This has resulted in the desire within many organizations to maintain this big data for long periods of time. Retaining certain types of data can result in risk to the subjects of this information putting big data at odds with information security. This session will highlight some of the concerns about the risks of retaining sensitive information for long periods of time, the potential consequences if the information is breached, and ways to mitigate the potential risks.

Eric Stene, CRM, Records and Information Officer, City of Austin

Eric has 19 years of records and information management experience and has been a Certified Records Manager since 2010. He is currently the Records and Information Management Officer for the City of Austin having worked at the City for more than 15 years. Eric worked in establishing the City records management program that provided a step by step method of implementation for City departments and worked in the implementation of digital records systems in City departments. His specialties include records inventories, creating records retention schedules, consulting services for City departments, coordinating offsite storage and training in all aspects of records and information management. Before the City of Austin, Eric was a Records Analyst with the Utah State Archives and Records Service. Eric gained expertise in managing records from many industries through his work in state and local government including environmental quality, public safety, public utilities, financial, and planning and development. Eric holds a Bachelor's degree from Weber State University and a Master's degree from Utah State University.

How to Succeed at Information Governance in the Cloud

Information-governance practices have historically been complicated, and it's no surprise that they're not well understood in the context of cloud adoption. As your cloud-based content grows, it can be challenging to define the proper rules, regulations and policies that govern that content and ensure proper protection and compliance. With the advent of on-demand, highly scalable cloud technologies, business units and end users have even more choice and access to advanced capabilities. However, if not planned well, these paradigms can also lead to many security, privacy and information governance challenges. Fortunately, with the advent of new technologies like Artificial intelligence, Machine Learning and cloud scalability, security, compliance and information governance experts have tremendous new capabilities to manage information at scale in a way that was not possible before. Join us to learn how you should evaluate retention and disposition policies, legal holds, and defensible discovery in the cloud; and, how to take advantage of new cloud based technologies as a force multiplier to help you better manage risk.

Sonny Hashmi, Managing Director, Global Government, Box Inc.

Sonny is responsible for developing and executing a go-to Market strategy for Box within global public sectors, and represents Box as a cloud computing thought-leader in government. Sonny also serves as part of the Editorial Advisory board for GovernmentCIO magazine, and works for Federal, State and Local and international government customers on cloud and mobility strategy. Prior to joining Box, Sonny served as the Chief Information Officer (CIO) and the Chief Technology Officer (CTO) for the U.S. General Services Administration (GSA). Since joining GSA in 2011, Sonny managed the agency's $600 million Information Technology (IT) budget and ensuring alignment with agency and the administration's strategic objectives, information security and enterprise architecture. Sonny led several technology initiatives at GSA that leveraged emerging technologies to modernize and improve GSA operations. He also provided oversight of GSA's IT projects, implemented the digital government strategy and was a major force towards adoption of cloud for GSA's email, collaboration and applications as well as creating agile practices for cloud development. Sonny has also served as the CTO for the District of Columbia, Office of the Chief Financial Officer. He championed and successfully delivered many initiatives including large system modernization projects, implementation of a District-wide business intelligence platform for agency financial management and oversaw business process automation. Sonny also worked for private sector organizations leading large scale initiatives for federal, state and local government agencies. Sonny is active in the federal IT community. He received the 2013 Federal 100 award for Digital Government Innovation as a "cloud expander." Other awards include his team's win of the 2011 GCN award for (Cloud) Enterprise E-mail and Collaboration, and as a finalist for the prestigious Samuel J. Hayman Service to America medal. Named as among the five most social federal CIOs on Twitter, he is actively engaged on social media and online federal IT communities of interest. You can follow Sonny on Twitter

at @Sonny_h. Sonny has a master's in engineering from Purdue University and a master's certificate in innovation management from the University of Maryland.

Panel: Tools for Success - What's New & What's Next

The Texas Department of Information Resources (DIR) and the Texas State Library and Archives Commission (TSLAC) partner throughout the year to address topics of concern for technology and records management efforts at state agencies. This panel will provide a fast-paced update on the many initiatives, updates and things you need to know. Our panelists are experts in data initiatives, planning, policies, and records management. You don't want to miss this discussion about the many ways DIR and TSLAC help you succeed.

Panelists

Ed Kelly, Statewide Data Coordinator, Department of Information Resources

Ed is responsible for improving data governance and integrity by working with agency leadership to develop data policies, standards, and best practices in the area of Enterprise Information Management.

Ed has over 30 years' experience in business and information technology. He currently serves as the Statewide Data Coordinator for the Department of Information Resources (DIR). In his role, he works with agencies and institutions of higher education to collaboratively develop data policies, standards, and best practices to improve data governance and integrity statewide.

Ed is also responsible to seek out opportunities for data sharing across government agencies to increase government transparency, reduce duplicative information collection, and improve data management and analysis. Prior to joining DIR, he held positions with the Texas Department of Agriculture as Chief Administrative Officer and with the Texas Department of Public Safety as Chief Information Officer. Ed's experience includes a variety of roles in the private sector including State Street Bank and Trust Company, Fidelity Investments, Dell Computer, Dell Financial Services, and Unisys Corporation.

John Hoffman, Chief Technology Officer, Texas Department of Information Resources

John is responsible for providing comprehensive strategic planning for the agency. John oversees DIR's IT leadership in planning and policy, accessibility, and enterprise solution services.

Craig Kelso, CRM, Director for State and Local Records Management Division (SRLM), Texas State Library and Archives Commission

Craig provides direction and administrative guidance to advance the division's principal mission of providing records management support to 10,000 Texas state agencies and local governments in their efforts to comply with state records management laws and best practices. He has over 17 years of records management experience and has been a CRM since 2006. Prior to moving to Austin 5 years ago, he worked for the Missouri State Records Management Program as an Electronic Records Archivist for 7 years and then program director for 5 years.

Nanette Pfiester, CRA, Programming Planning and Research Specialist, State and Local Records Management Division, Texas State Library and Archives Commission

Nanette serves as the Program Planning and Research Specialist for SLRM at TSLAC. She is responsible for interagency collaboration, projects, and coordinating this e-Records Conference.

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Nanette has been with the agency for 15 years and was a Government Information Analyst for 5 years. She provided training and consulting to state and local governments in managing electronic records, disaster planning, improving filing systems and other records-related topics. Her career experience

includes working in the public and private sectors in records management, accounting, technology, and training. She is a Certified Records Analyst and holds an MBA in Technology Management.
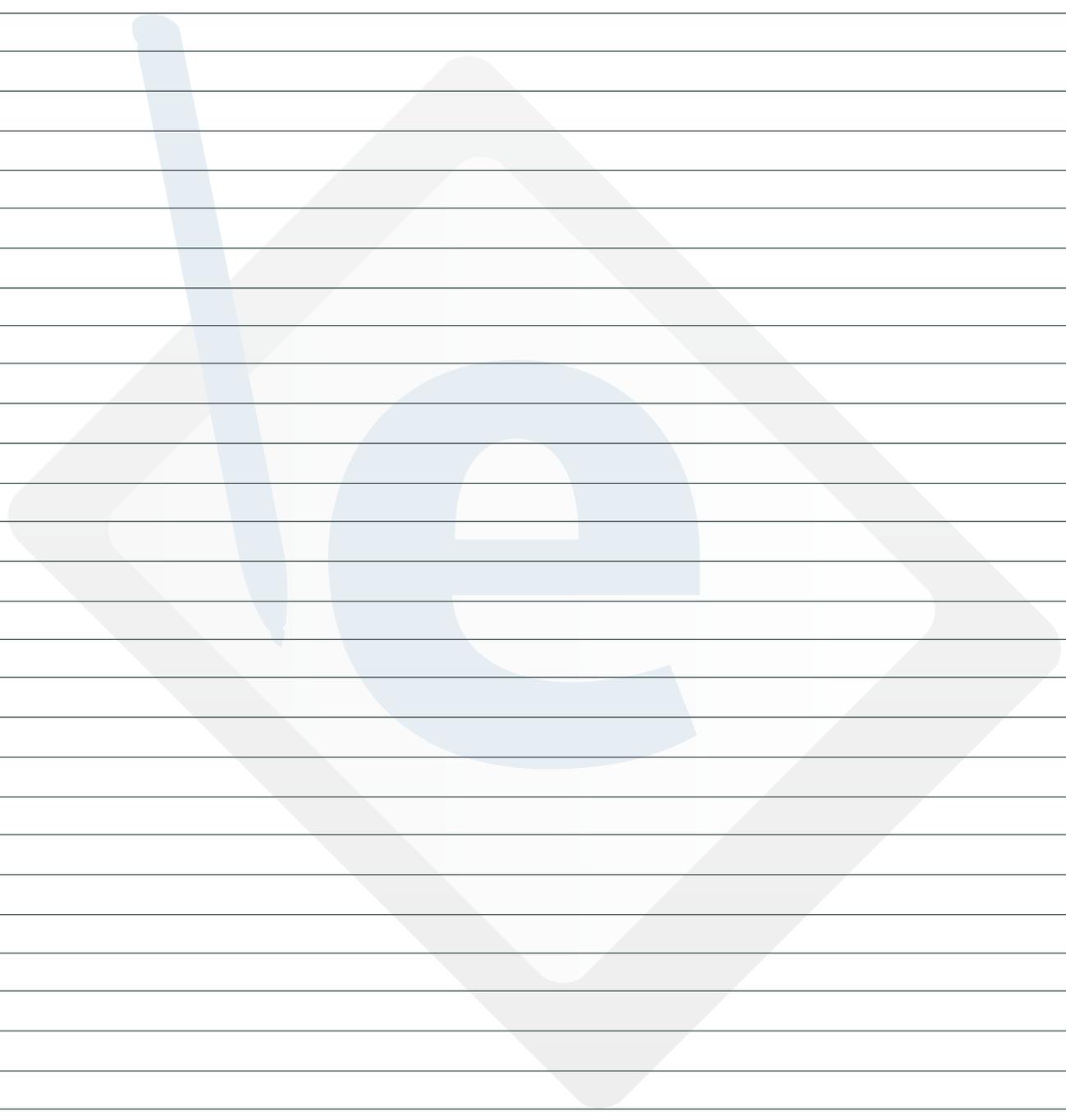
Moderator

Endi Silva, Director of Technology Planning and Policy Division, Texas Department of Information Resources

Endi joined the DIR team in 2013 after four years as a research specialist with the Texas Senate Research Center. She graduated from the University of Texas at El Paso with degrees in Theater Arts and History. Endi is responsible for producing reports to the Texas Legislature, including the State Strategic Plan and the Biennial Performance Report, as well as overseeing statewide programs relating to Accessibility, Information Resources Manager Outreach, and Statewide Project Delivery.

Local Government Open Forum

The State and Local Records Management Division (SLRM) provides infrastructure for managing Texas public records. SLRM assists state and local officials with training, resources, guidelines, and consultation to ensure that government information is stored, retained, and made accessible. The Records Management Assistance (RMA) unit works directly with all Texas local governments (more than 10,000 of them) on records laws and rules, records management program policies, records retention, local government retention schedules, local control schedules and compliance.

Join this session to meet the RMA team and hear about what's new and what's next. You will have an opportunity to ask questions and network with other local government officials.

Notes

Exhibitors

Please visit the exhibit area to learn more about products and services available.

Access Sciences

Adobe

AT&T

Austin ARMA

Box

CA Technologies

Commvault

Data Preservation Solutions

DataXport.Net, LLC

Document Logistix

Institute of Certified Records Managers (ICRM)

MCCi

Neubus, Inc.

PacoTech, Inc.

Secure Data Solutions, Inc.

Sharp Electronics Corporation

Smarsh

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