e-Records Conference 2019

The annual conference for Texas state government and institutions of higher education

Friday, November 15, 2019
Austin, Texas

Better Together
IN A DIGITAL WORLD

TEXAS STATE LIBRARY AND ARCHIVES COMMISSION

DIR
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 the 2019 e-Records Conference. After today's keynote, you can choose from four breakout sessions to learn about how to secure and retain electronic records to help Texas government and the people it serves interact *Better Together in a Digital World*. Then we'll all come back together to learn how the Texas Digital Archive is keeping archival Texas records safe and available online.

We encourage you to take this opportunity to network with colleagues and learn from each other. Please visit the exhibitors during the breaks and at lunch.

Over 120 state agencies, state universities, and local governments, as well as 25 exhibitors, are represented at this conference. Some of the more than 330 people here today are joining us for the first time; others have attended several times before.

We welcome you all and hope you have a great conference day!

Conference Resources

Conference Day

Internet access is available during the conference

Connect to the "utguest" wi-fi network. No password is required.

Conference speaker materials

Posted presentations:
http://bit.ly/erecords2019

Lunch

Three dining areas: Atrium, Patio (weather permitting), or Campus Dining Room (down hall past ATM & Gym)

Vegan, vegetarian, gluten-free lunch requests will offer a different entrée on a separate table. Ask catering staff for assistance.

After the Conference

Conference Certificate and Survey

A certificate of attendance and a link to an online survey will be emailed 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

P.O. Box 12927, Austin, TX 78711-2927
Phone: (512) 463-7610   Fax: (512) 936-2306
www.tsl.texas.gov

Texas Department of Information Resources

P.O. Box 13564, Austin, TX 78711-3564
Phone: (512) 475-4700   Fax: (512) 475-4759
www.dir.texas.gov

2019 e-Records Conference Materials

Schedule   2019 e-Records Conference

Time	Session
8:00 a.m.	**Registration and Networking: Refreshments, Exhibits Open**
8:30 a.m. **Big Tex**	**Welcoming Remarks *** Mark Smith, *Texas State Library and Archives Commission* Amanda Crawford, *Texas Department of Information Resources*
9:00 a.m. **Big Tex**	**Keynote – Bridging the Gap: Overcoming Barriers in Information Governance *** Deborah Robbins, *Salt River Project*
10:00 a.m.	**Morning Break: Coffee Refresh, Exhibits Open**
10:20 a.m. **Big Tex**	**Records Alchemy: Transforming Records to Meet Impossible Expectations** Ryan Ellis, *DataBank IMX*
Lil Tex	**Strategic Allies: Archiving at Texas Parks and Wildlife Department** Catherine Bell and Liz O'Brien, *Texas Parks and Wildlife Department*
11:10 a.m.	Transition Break for Room Change (5 minutes)
11:15 a.m. **Big Tex**	**Slay the Public Records Request Dragons: Quickly, Securely, and in the Cloud** Jennifer Snyder, *GovQA* Gary Geddes, *Microsoft*
Lil Tex	**Using ECM Tools to Streamline Court Order and Subpoena Processing** John Rokenbrod, *Bryan ISD*
Noon	**Lunch (Provided): Networking, Exhibits Open**
1:00 p.m. **Big Tex**	**Pitfalls and Positives of e-Workflows, eSignatures & eStorage** Julia Wilkes Caruso, *Capital Metropolitan Transportation Authority*
Lil Tex	**Embracing Digitization: How to Innovate Document Processing and Leverage Automation** Dorothy Garretson, Adriana Vazquez, Alexander Webb, *City of Austin* Chris Legnon, *IQ Business Group, Inc.*
2:15 p.m.	**Afternoon Break: Refreshments, Exhibits Open**
2:30 p.m. **Big Tex**	**For Good Measure: Developing Information & Records Management Metrics** Jenny Alexander, *Texas Health and Human Services Commission* Sarah Hendricks, *Texas Department of Public Safety*
Lil Tex	**Data Protection and Information Governance Across Data Silos** David Langley, *Commvault*
3:15 p.m.	Transition Break for Room Change (5 minutes)
3:20 p.m. **Big Tex**	**Protecting the Bits: Securing Records in the Texas Digital Archive** Mark Myers, *Texas State Library and Archives Commission*
4:05 p.m.	**Conference Wrap-up**

***Note: Overflow room (Lil Tex) will have PowerPoint displayed and live audio of the 8:30-10:00 sessions.**

Presentation and Speaker Information

Keynote: Bridging the Gap: Overcoming Barriers in Information Governance

Communication with key Information Governance partners, including Cybersecurity, Privacy, and Information Technology, can be challenging. Join a 15-year veteran in records and information governance for a discussion of communication barriers with the aim towards building dialogue through a common language. The keynote provides a method for records management to ensure a prominent seat at the table for itself by developing an ongoing cadence with all aspects of information governance that enables records management to lead collaboration to meet its needs and goals for the organization.

Deborah Robbins, CRM, Senior Analyst, Salt River Project

Deborah has over fifteen years of experience in the records and information governance field, in city and county governments, legal, finance, education, utilities, and private sectors. She has been involved in two ARMA local leadership boards, and currently serves on the ICRM Mentoring Committee. She has served as a speaker on topics such as data mapping; gaining compliance with RIM programs; professional growth; change management; and business continuity and disaster recovery.

Records Alchemy – Transforming Records to Meet Impossible Expectations

Expectations of a records program are increasingly demanding. Executing a legal hold across an entire organization for all documents related to a certain project? Responding to a request for all activities with a vendor that goes by several different names? The results of a good strategic plan, unified taxonomy, and data integration approach should transform static record structures into flowing, connected repositories of insight, but getting there may seem like magic. This non-technical session lays out four techniques based on lessons learned automating classification and retention in recent state and local government projects, and gives an honest take on what is science, what is luck, and what is still unknown.

Ryan Ellis, Records Management and Taxonomy Consultant, DataBank IMX

Ryan Ellis is a Records Management and Taxonomy Consultant with DataBank IMX and has worked with many public and private sector clients to develop and execute records auto-classification, retention automation, and digital transformation projects. Previously, Ryan led an enterprise-level implementation of electronic records management as the Records Management Officer for Galveston County, Texas.

Strategic Allies: Archiving at Texas Parks and Wildlife Department

Two TPWD archivists will introduce collaborative efforts across agency divisions. State Parks Archivist Liz O'Brien will discuss utilizing an agency-wide digital asset management system for research use and access; digitizing historical photographs for continued access and preservation; and prioritizing records management training initiatives for State Parks staff. Infrastructure Archivist Catherine Bell will discuss removing paper from contracting workflows; assisting staff with utilizing Office 365 and cloud storage; and challenges regarding long-term digital storage for construction documents. Both will include how these efforts have helped grow access across divisions, strengthened compliance with agency policies, and allowed us to share valuable historical materials across the state of Texas for a regionally diverse staff.

Catherine Bell, Infrastructure Archivist, Texas Parks and Wildlife Department

Catherine Bell is an Infrastructure Archivist with the Texas Parks and Wildlife Department. She has worked for TPWD for over three years serving the Infrastructure Division. Prior to TPWD, she worked as a government and reference archivist at the Mississippi Department of Archives and History. Catherine graduated from the University of Texas at Austin's School of Information in 2014.

Liz O'Brien, State Parks Archivist, Texas Parks and Wildlife Department

Liz O'Brien is the State Parks Archivist at the Texas Parks and Wildlife Department. Her career at TWPD began in the former Historic Sites and Structure program before a promotion to her current role. In 2015, she earned a Master of Science in Information from the University of Michigan School of Information specializing in archives and records management.

Slay the Public Records Request Dragons: Quickly, Securely, and in the Cloud

Because there are so many requirements around responding to a public records request PLUS a drastic increase of requests PLUS governments striving to be transparent and compliant for their citizens, Public Records Request management can feel like a three-headed beast: compliance, legislation, and litigation. These three factors have a HUGE impact on the lives of government agencies and all public organizations managing FOIA-related inquiries. During this session, we'll provide attendees with tips on how to tame the beast that is Public Records Response Processing. We will discuss the medieval methods that still permeate a surprising number of organizations and arm them with the knowledge to vanquish this unruly foe.

Jennifer Snyder, Chief Account Officer, GovQA

Ms. Jennifer Snyder is Chief Sales Officer and responsible for GovQA's overall sales and marketing programs. Since 2007, she has grown GovQA into one of the fastest-growing private software companies in Illinois. Throughout her 25-year career, Ms. Snyder has focused on customer account and service management for top technology and manufacturing companies. As Vice President and Manager of Inside Sales, she spearheaded business development initiatives at SuzoHapp and Panduit, managing groups locally and globally for these industry-leading organizations. In addition, Ms. Snyder has over 10 years of experience working with state and local governments around transparency, security, and compliance technologies, and is a recognized authority, speaker, and author on how multi-channel and multi-media workflow technologies impact municipalities. Ms. Snyder graduated with high Honors from Robert Morris College in Sales and Marketing. She holds multiple certifications in sales, customer and service management.

Gary Geddes, Microsoft

Gary Geddes is a Technology Strategist who focuses on the digital transformation of State of Texas agencies by modernizing IT systems; empowering employees with secure collaboration; using data and analytics for better decision making; and improving citizen experiences through online services. With a strong background in cyber security, Mr. Geddes works with state IT leaders to develop cloud strategies and transition workloads to the Microsoft Government Cloud, including Microsoft Azure, Office 365, and Dynamics 365. Mr. Geddes is CISSP and ITILv3 certified. He specializes in security and identity for the Cloud with government customers.

Using ECM Tools to Streamline Court Order and Subpoena Processing

A representative from Bryan ISD will share how the district uses a combination of ECM tools, Microsoft Word, Adobe Acrobat Pro, and other programs/software used by many school districts and other organizations to streamline and more securely process both subpoenas for records (including audio and video recordings) and court orders to seal juvenile records.

John Rokenbrod, Records Manager Officer and Software & Records Analyst, Bryan ISD

John Rokenbrod is Laserfiche's 2018 K-12 Education Influencer of the Year. He currently serves as a Software & Records Analyst with Bryan ISD and is the district's RMO. In these roles, he supervises all district records; holds the primary responsibility for filling subpoenas issued for district records and court orders to seal juvenile records; and manages the district's Laserfiche system including writing workflows and forms processes used by multiple departments. He previously served as an elementary school principal in Texas, and as a central office administrator, high school principal, elementary school principal, middle and high school assistant principal, middle school department head/teacher, and high school teacher in the suburbs of Richmond, Virginia. John earned a Bachelor of Arts in History from Virginia Tech and holds a Master of Education in Administration and Supervision from Virginia Commonwealth University (VCU). He has grown rather tired of watching big, wealthy Texas colleges hire away his schools' basketball coaches.

Pitfalls and Positives of e-Workflows, eSignatures & eStorage

How the Procurement Department for Cap Metro (Austin's Transit Authority) achieved an 85% reduction in paper use over the past three years. This session will discuss the challenges faced and the types of software used to migrate more than 160 GB of data to cloud-based solutions; security in cyberspace and granting access; using fillable forms, eSignature software, and encryption to simplify and secure electronic submissions to the department; transitioning electronic workflows for internal processes that formerly required multiple hardcopy versions; accepting eBids and reducing the influx of paper; and training personnel.

Julia Wilkes Caruso, Executive Assistant in Procurement, Capital Metropolitan Transportation Authority

A passion for continuous improvement has driven Julia to pursue methods to streamline business processes and optimize resources throughout her career. Julia holds degrees in Administrative Management as well as Small Business Management, having worked in private industries until transitioning to the public sector in 2015. She currently works as an Executive Assistant in the Procurement Department for Capital Metropolitan Transportation Authority in Austin, Texas, where her research and technical writing skills have facilitated the implementation of several new processes including electronic workflows, the utilization of eSignature software, and a new eProcurement bid management system.

Embracing Digitization: How to Innovate Document Processing and Leverage Automation

This session will overview how the City of Austin leveraged new image capture technologies in the replacement of their legacy scanning solution. The session will highlight the efficiencies achieved by the three initial business groups and feature additional innovations in the works.

Dorothy Garretson, IT Business Systems Analyst, City of Austin

Dorothy Garretson is an IT Business Systems Analyst for the for the City of Austin, Texas. Dorothy has a Bachelor of Arts in Comparative American Studies and Religion from Oberlin College. After working for nearly a decade in the nonprofit sector, she commenced her employment for the Office of the City Clerk in September 2017. Dorothy is pursuing certificates in Database Administration and in C++ Programming from Austin Community College, both of which have informed her work providing documentation and technical support to the city's enterprise records management system.

Adriana Vazquez, Business Process Specialist, City of Austin

Adriana Vazquez, a.k.a. Ava, is a Business Process Specialist for the City of Austin, Texas. She holds a Bachelor of Arts in Office Systems Administration and a postgraduate degree in Law. Ava has worked in the private and public sector covering a full spectrum of duties, including executive support, office management, customer care, database administration, document preparation, and project/program support. Ava has been working with the city's enterprise records management system since she started her employment with the Office of the City Clerk in February 2018 and currently provides technical support/customer care to its end users.

Alexander Webb, CRM, IGP, Senior Business Process Consultant, City of Austin

Alexander Webb, CRM, IGP is a Senior Business Process Consultant for the City of Austin, Texas. He is responsible for the management of technology projects within the Office of the City Clerk, is a lead for the implementation of a city-wide electronic records management system, and has over a decade of experience in the successful implementation of various enterprise electronic records management systems for local governments. Previously, Alex has served as the Records and Information Management Officer for the Capital Metropolitan Transportation Authority, where he oversaw the implementation of their enterprise electronic records management system. Alex is a Certified Records Manager, an Information Governance Professional, and holds a Bachelor of Public Administration from Texas State University.

Chris Legnon, Regional Director, IQ Business Group

Chris is a certified PMP project manager who has managed RM, scanning/imaging, and the delivery of large software implementations his entire professional career. He is an internationally experienced Senior PM, with 15+ years of continuous role progression in leadership and responsibility. He has a verifiable history of successfully using the best practices of Agile, ITIL, and PMI to deliver numerous initiatives in the public and private sectors, with budgets ranging from $100k to $10M+. Chris is currently managing a multiple-division ECM implementation for Harris County (the largest county in Texas), with completed successes in the District Attorney's Office, the Sheriff's Office, Engineering and Public Health; and, ongoing roll outs continuing for other county departments. With the City of Austin, Chris managed a legacy system (Kofax) replacement project by implementing the first ever integration between OpenText Capture Center and eDocs for four business areas: City Clerk, Public Library, Austin Healthy Adolescents, and the Office of Vital Records. Preceding IQBG, Chris performed in similar capacities for the Texas Department of State Health Services, Dell, IBM, and The Home Depot.

For Good Measure: Developing Information & Records Management Metrics

Two presenters from the SACC RM Subcommittee will provide an introduction to creating and tracking records management metrics, including examples of how RM metrics can be used as a tool to help management better understand the objectives of an RM program, and the link between effective records management and improved information security. Speakers will share their personal experiences, as well as research on best practices in developing metrics and collaborating with information technology and security partners.

Sarah Hendricks, Records & Policy Specialist, Texas Department of Public Safety

Sarah Hendricks is currently the Records Manager at The Department of Public Safety in the Records and Policy Office. Previously, she worked in the Enterprise Project Management office as a project manager where she was able to promote records management best practices as projects were being developed agency wide. She is passionate about educating all employees about records and enjoys when the teaching brings enlightenment (and ease of job duties) to her peers.

Jenny Alexander, CRM, Records Management Officer, Texas Health and Human Services Commission

Jenny Singer serves as the Records Management Officer for the Texas Health and Human Services Commission (HHSC) and the Texas Department of State Health Services. Jenny is responsible for setting policy, collaborating with internal stakeholders including IT and Legal, representing the agency on statewide records management initiatives, offering training and consultation for staff performing records management tasks, and supervising the HHSC records management team. Prior to working with HHSC, Jenny worked with the Texas Department of State Health Services, the City of Austin, Travis County, and Yale University. Jenny has a master's degree in Information Studies from the University of Texas at Austin and a bachelor's degree from Yale University. Jenny is also a member of ARMA International and a Certified Records Manager.

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 happening at a time where global data privacy laws, such as EU's GDPR, significantly increase the stakes for information mishandling and ransomware security breaches capture the headlines.

David Langley, Senior Director of Engineering, Commvault

"I agree that data is the new oil. It's dark, slippery, only valuable when you can find (and use) it, and really expensive when it leaks out to where you don't want it." – David Langley

David Langley is a nineteen-year data management veteran who is currently a Senior Director of Engineering with Commvault. He started his career in the storage space, but quickly began to insert risk mitigation and data capitalization strategies into his designs. David currently leads teams in solution design and optimization, with a focus on education and enablement across a variety of market verticals. As an accomplished public speaker, David educates and entertains his audiences with both facts and real-world experiences of the rapidly transforming data management world.

Protecting the Bits: Securing Records in the Texas Digital Archive

The Texas Digital Archive (TDA) is the repository for archival electronic state records. Transferring archival electronic records relieves agencies from the burdens and costs of securing these valuable electronic records themselves. But not all archival records are open to public inspection, and all records in TDA need to be secure from unauthorized and improper access. This presentation will discuss how TSLAC navigates the path of providing public access to archival state records while restricting records in compliance with the Public Information Act. It will describe the various levels of security in the preservation system and how they are managed. TDA staff will also demonstrate how records are protected from improper use through watermarking and right statements.

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

Mark J. Myers is the senior electronic records specialist with the Texas State Library and Archives Commission (TSLAC) and has over 20 years of experience in electronic records management and digital preservation. Mark is one of the administrators of the Texas Digital Archive, which preserves and makes accessible the electronic records of Texas state government, beginning with the records of Governor Rick Perry in 2015. Mark also provides 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 from 2001-2014, and an electronic records archivist with the Alabama Department of Archives and History from 1999-2001. 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.

Notes
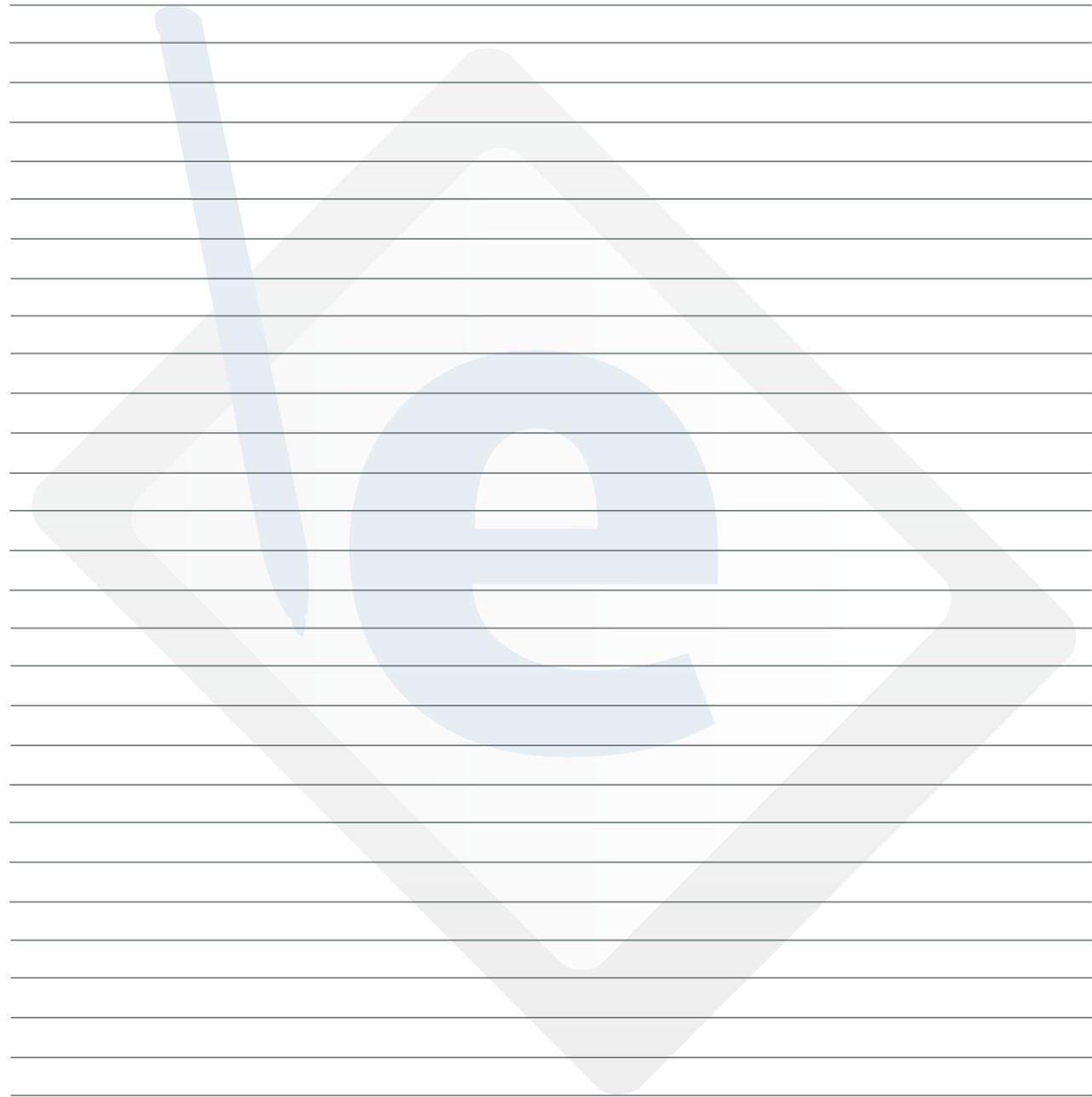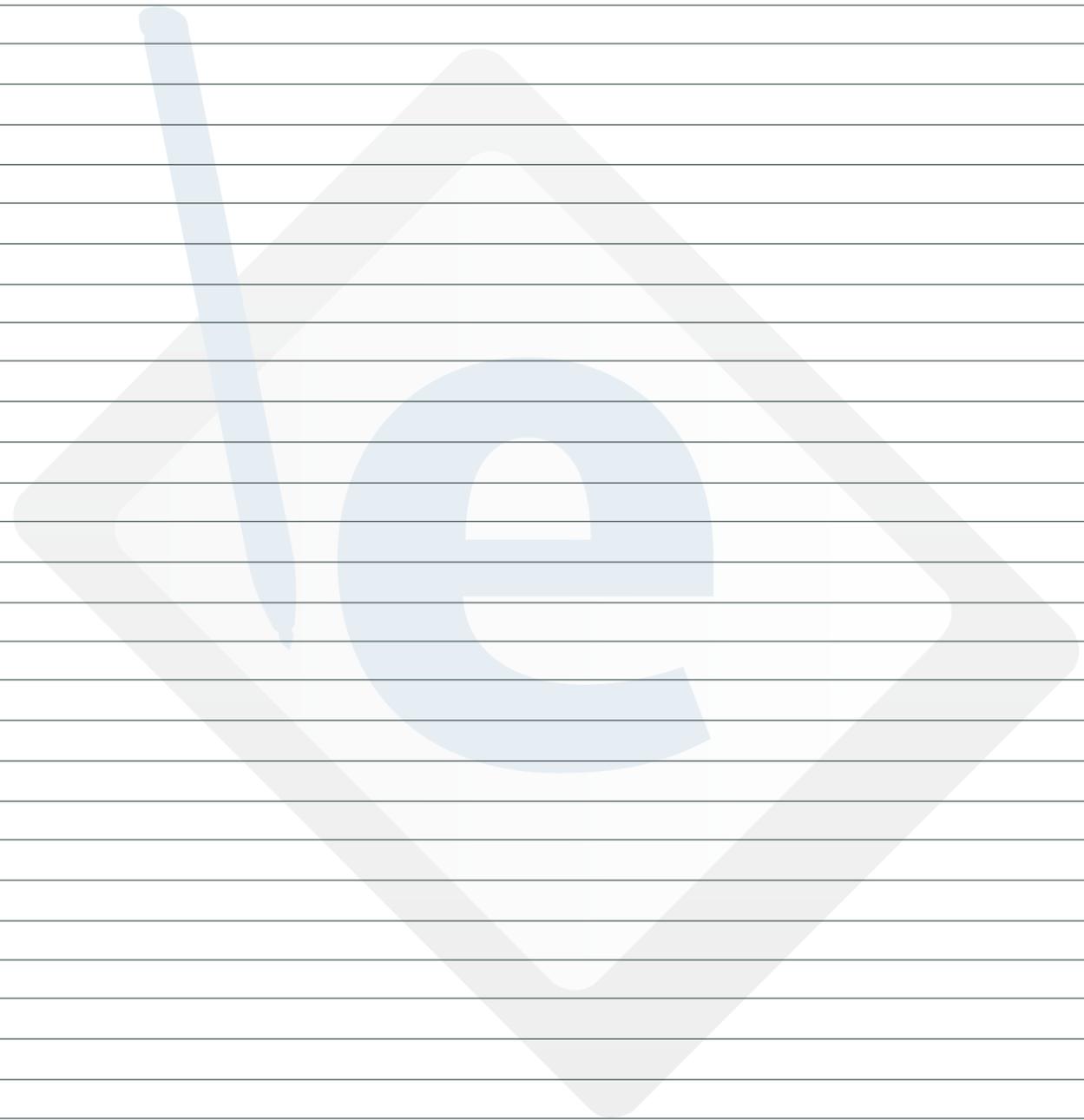
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Exhibitors

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

Access Sciences

Austin ARMA

Carahsoft Technology Corp.

CBM Archives Co., L.L.C.

Commvault

DataXport.Net, LLC

doc2e-file, Inc.

Document Logistix

DocuNav Solutions

ExtraHop

Forerunner Technologies, Inc.

GovQA

iCaught Incorporated

Image API

Institute of Certified Records Managers (ICRM)

IQBG, Inc.

Kofax

MCCi

Neubus

PacoTech Inc.

SHI Government Solutions

SOAL Technologies

Stars Information Solutions

Texas Department of Information Resources

TSLAC State Records Center

Toshiba Business Solutions