

Records and Information Management for Legislators and State Agencies/Universities
Educational Materials Companion Information
 June 3, 2014

About the Educational Records and Information Management Project

The Records Management Interagency Coordinating Council (RMICC) identified a need for broadly disseminating information about records management requirements at state agencies and universities. Also, the Council determined a need for a second document to address legislators' and legislative records. A committee of volunteers from agencies and universities drafted the two brochures. Modifications were made based on comments received.

The key ideas can encourage conversations early and often about record creation, maintenance, retention, and disposition. The intent is for the material to be simple, eye-catching, appropriate to all staff, and explain the responsibilities and resources available:

Texas State Library and Archives Commission

State and Local Records Management Division – state records laws and rules, training, inactive storage

The State Archives – maintain and make available historic and permanent records of Texas government

Department of Information Resources – technology laws, rules, and guidance

Office of the Attorney General – Public Information Act and Open Meetings Act

Records Management Interagency Coordinating Council (RMICC) – study issues and make recommendations

Your own agency/university – implement records and information management program with and for agency executives, Records Management Officers (RMO), Information Resource Managers (IRM/CIO), all employees, and contractors and third parties

Why this is important.

“The following, shocking statistics demonstrate how much time and money is wasted trying to find lost or misfiled documents:

• **30 percent of all employees' time is spent trying to find lost documents (That is approximately 72 days per year!)** Jane M. Von Bergen (Knight Ridder Newspapers), The Boston Globe, 3/21/2006

• In surveying 1000 middle managers of large companies in the U.S. and U.K., **59% miss important information almost every day because it exists within the company but they cannot find it.** Accenture, Wall Street Journal, 5/14/2007

• **Executives waste six weeks per year searching for lost documents.** From a survey of 2,600 executives by Esselte, maker of Pendaflex and Dymo, FastCompany Magazine, 8/2004”

From <http://bit.ly/1gDMtcV>

Ideas on how to use the PDF files in print or electronic format

- Use labels or Adobe Acrobat to fill your agency name, RMO name, and contact information, where appropriate (in the pyramid and in Section 4, Partner in RIM)
- Partner with RIM, IT, Legal, PIO, disaster/business continuity planners, compliance, audit and other divisions to plan promotions and campaigns
- Post them on your Intranet and let staff know about them
- Ask Human Resources to include a copy with New Employee Orientation (NEO) materials. Ask if you can do a short introduction to Records Management during NEO or add 1-2 slides to any NEO presentations
- Print in color and post in employee lounges, on cubicle walls, and in other places approved by your agency
- Take to relevant meetings and share copies with meeting participants
- Take copies with you everywhere to share
- Use in regular training settings with departments, records liaisons, and others
- Think about other times RIM needs to partner with internal customers
 - When elected officials and high ranking staff enter or leave office
 - When division structures or agencies change (new, abolished, combined or transferred agencies or programs)

- When people physically or virtually move from one department, building, field office, cubicle, technology, PC, server, or location to another
- When services or programs are outsourced (contractors may have your governmental records)
- Build into training, policies and procedures everything for record creation, maintenance, retention, and disposition (inactive storage or transfer to archives)
- Share TSLAC records management training schedule (classroom, online and webinars) with others in your agency so staff can learn about basic or advanced topics in records management

Additional ideas for using the Legislative PDF file in print or electronic format

- Work with staff as they encounter:
 - retiring legislators and freshmen legislators
 - committee records
 - legislators changing offices before or after a legislative session

“ELEVATOR” SPEECHES FOR PROMOTING MATERIALS AND PROGRAMS

- **INTRO:** Do you know how the agency’s Records and Information Management program can help you meet these challenges and more? Executives, managers, and staff spend many unproductive hours searching for relevant information every day of the year. Imagine the productivity gain and cost savings if we had more control over our records and information management processes.
- **BODY:** fit to audience (samples below)
- **CONCLUSION:** I’d love to talk with you more about how I can help you. Here is a brochure that provides a high-level view that you may find helpful. It has my phone number and contact information.

Audience	Message BODY
Executives	Improving our records controls can save the agency money and time. This is critical to how we create, locate, and destroy information at every level in the agency.
Information Technology	I know you have a lot of projects going on including planning for new systems and retiring old ones. And, I’ve heard that the volume of information including e-mails, shared drives, and social media, for example, creates a number of challenges.
Public Information Act responders (may be PIO)	We can help you better respond to Public Information Act requests. The better informed our divisions are about inventorying and organizing their records, the easier it would be to locate responsive records.
Legal	We can help you better respond to litigation requests including litigation holds, legal disposition, and e-discovery. The better informed our divisions are about inventorying and organizing their records, the easier it would be to locate responsive records. Applying legal disposition could reduce the volume of records for legal review and properly placing litigation holds can make your job easier. This would be just the thing to help create a data map before you have a “meet and confer” conference with a judge and opposing counsel.
Disaster, Emergency, BCP or COOP planners	We can help you plan for and recover from disasters. The state records laws require us to identify and protect the agency’s vital records. These are the records needed to resume or continue operations in an emergency; recreate the legal and financial status of the agency; and protect the rights of and fulfill our obligations to the citizens of Texas.
Human Resources	We can help with New Employee Orientation (NEO) and exiting employee procedures. It helps the agency when new staff understand how to manage paper and electronic records from the first day on the job. Then, with our yearly training, they can easily handle their records when they transfer to another job or leave the agency. This is much easier than trying to figure out 5, 10 or more years of unmanaged records or abandoned email accounts.

About RMICC: The Records Management Interagency Coordinating Council (RMICC) plays a significant role in the management of state government records. RMICC studies records management issues and makes biennial reports to the Governor and Legislature. For more information, visit us at: www.rmicc.state.tx.us.