

MINUTES
RECORDS MANAGEMENT INTERAGENCY COORDINATING COUNCIL
MEETING
March 5, 2013

The Records Management Interagency Coordinating Council (RMICC or Council) held a meeting on Tuesday, March 5, 2013, at the Lorenzo de Zavala State Archives and Library Building, 1201 Brazos Street.

MEMBERS PRESENT

Dan Procter, Chair
Margaret Hermesmeier, Vice-Chair
Mike Graves (representing Hope Morgan), Member
Cathy Nelson Hartman, Member
Daniel Julien, Member
Julie Leung, Member
Lori Person, Member
Stephen Quick, Member
Edward Seidenberg, Member

GUESTS

Maryrose Hightower-Coyle, The University of Texas – Austin
Sarah Jacobson, Texas State Library and Archives Commission
Craig Kelso, Texas State Library and Archives Commission
Tim Nolan, Texas Water Development Board
Angela Ossar, Texas State Library and Archives Commission
Nanette Pfister, Texas State Library and Archives Commission
Kay Steed, Employees Retirement System of Texas
Erica Wilson, Texas State Library and Archives Commission
Steve Woodall, The University of Texas Health Science Center

I. CALL TO ORDER

A quorum being present, Chair Dan Procter called the meeting to order at 10:30 a.m.

II. APPROVAL OF THE DECEMBER 11, 2012 MINUTES

Several minor typographical corrections were made to the minutes. The minutes to the Council meeting held December 11, 2012 were approved as follows:

MOTION made by Ms. Cathy Hartman, seconded by Mr. Daniel Julien, and carried unanimously to approve the minutes of the meeting of the

Records Management Interagency Coordinating Council held December 11, 2012, as amended.

III. AGENDA ITEM 2 – REPORT FROM THE UNIVERSITIES RECORDS MANAGEMENT COMMITTEE

Ms. Sarah Jacobson of the Texas State Library and Archives Commission (TSLAC) gave an update from the Universities Records Management Committee (URMC).

- Ms. Jacobson noted that Mr. Chris Foster of the University of North Texas (UNT) was no longer the co-chair of the URMC. Ms. Maryrose Hightower-Coyle is the new co-chair of the URMC.
- Ms. Jacobson said that since the last Council meeting, TSLAC had acquired the JIRA tracking software used by the URMC. Previously, the JIRA software had been provided by the UNT to the URMC for its use.
- The URMC will spend the next month importing data and user accounts into the software now hosted by TSLAC, Ms. Jacobson said. The URMC will spend the month of April reviewing and voting on the proposed university records retention schedule (URRS). A full report on the URRS will be presented at the June Council meeting, she said.
- Mr. Dan Procter asked about the JIRA software. Ms. Jacobson said JIRA originally was developed as a project management tool to help track software bugs. Mr. Foster had used JIRA at UNT and brought it to the URMC's attention. Ms. Jacobson said the software works very well for project management, and TSLAC was considering using it for other projects.

IV. AGENDA ITEM 3 – PLAN FOR REVIEW OF TSLAC ELECTRONIC RECORDS RULES

Mr. Craig Kelso, Director of State and Local Records Management for TSLAC, said TSLAC intends to update State Agency Bulletin Number One. TSLAC analysts felt the bulletin, which concerns electronic records standards and procedures, needed to be reviewed. The bulletin had not been updated since 2005, Mr. Kelso said.

- Mr. Kelso noted Ms. Sarah Jacobson will lead the project. The first phase of the project will be to have TSLAC State and Local Records staff review the bulletin to see what it currently includes and what information might need to be added.
- At the June or September Council meeting, Mr. Kelso said TSLAC will present information about requesting help from outside sources to update the bulletin. He noted the Council might help connect TSLAC with subject matter experts in other agencies that might want to assist with updating the bulletin.

- The goal is to have the bulletin updated for review by TSLAC's commissioners in the spring or summer of 2014, Mr. Kelso said. He noted the Council's support for the project will be sought, and asked if there were any questions regarding the project.
- Mr. Dan Procter said the bulletin affects both state and local agencies. Ms. Cathy Hartman noted the need for updating the bulletin due to changing technology. What was once state-of-the art technology such as floppy disks quickly becomes obsolete. She noted the need for retention guidelines to address social media records as well.
- Mr. Procter asked if there was any action the Council needed to take at this time. Mr. Kelso said TSLAC will be looking for subject matter experts to help with the project, and will ask for input from the Council at the Council's June meeting. Ms. Lori Person of the Department of Information Resources (DIR) said her agency has policy staff who might be of assistance to the project.

V. AGENDA ITEM 4 – LEGISLATIVE UPDATE

Ms. Nanette Pfiester of TSLAC presented information to the Council about bills filed during the 83rd Legislature Regular Session. Ms. Pfiester is a program planning and research specialist for TSLAC.

- Ms. Pfiester said that at the Senate Committee on Open Government meeting held in November, former Council chair and TSLAC Librarian Peggy Rudd gave testimony, as did the Office of the Attorney General. Ms. Rudd retired in December. The Committee recommended the Legislature study the feasibility of creating an electronic records repository. Additionally, the Committee recommended the Legislature task TSLAC and DIR to work together to help agencies identify archival technology and assist with migration.
- The Senate Committee on Administration was charged with making recommendations to enhance availability and transparency of governmental information. The Senate has a records retention schedule, Ms. Pfiester noted, and recommendations included that Senate committees should review and maintain all of their online content in accordance with the schedule and Senate retention policies. Some House committees offer this information through the House website already, Ms. Pfiester said.
- Bills filed that may affect records management include HB 268, SB 121, HB 207 and SB 932, Ms. Pfiester said. HB 268 relates to police and fire records included the local government schedule, she said. SB 121/HB 207 relates to whistleblowers and has been narrowed in committee to include only school district employees, she said. SB 932 concerns record keeping requirements for grant programs administered by the governor's office, she said.
- SB 279 relates to high-value data sets provided by state agencies to DIR, Ms. Pfiester said. Ms. Person noted that DIR maintains a list of technology-related legislation arising from the current legislative session

on the DIR website. Ms. Julie Leung noted HB 1994, concerning purchasing of certain commodities, might be of interest.

- SB 794 relates to the development, hosting and management of computer software for state agencies, Ms. Pfiester said. It would require DIR to coordinate and reduce duplication.
- HB 595 might affect some required reports, Ms. Pfiester said. The bill relates to certain health programs and councils under sunset review or being transferred to the Department of State Health Services.
- HB 622 also affects a required report. It changes the frequency of the General Land Office's report to the legislature on the coastal management program from annual to biennial.
- No action has been taken on HB 810, Ms. Pfiester said. The bill relates to distribution of state agency reports to legislators, and changes the definition of a state agency reference to one that includes the legislative branch.
- SB 59/HB 1363 are the bills that will contain the selected changes from the 2013 Required Reports. This can include changes in the required frequency of a report as well as repeal of obsolete reports, Ms. Pfiester said. The information for this bill arises from the required reports information prepared by TSLAC at the request of the Legislative Budget Board. SB 772 would eliminate obsolete and redundant reporting requirements for the Department of Agriculture.
- Several bills filed concern open meetings requirements, Ms. Pfiester said. Several relate to video broadcasts and online meetings. Mr. Mike Graves asked about recordkeeping requirements for meetings held online. Does a meeting held online need to be retrievable online forever? Or can the broadcast be archived to DVD or is a written transcript sufficient? Ms. Pfiester noted that some of the bills filed are very specific about what agencies they affect, such as just school districts or municipalities. Some of the bills focus on increased government transparency, and some may require changes to the Open Meetings Act. For instance, SB 471 removes the word "tape" in multiple places in Gov't Code 551 to make media type neutral. HB 1749 relates to meetings of a governmental body held by videocon, she noted.
- Several bills relate to open records as well, Ms. Pfiester said. HB 981 relates to the production of an index of the parties to all suits by the clerk of a district court. Such an index must be provided electronically if it is prepared electronically. SB 881 would make certain information more than 75 years old publicly available.
- HR 432 commemorates the display of the Travis "Victory or Death" letter at the Alamo. SR 137 commends those involved in bringing the letter back to the Alamo for display, Ms. Pfiester said.
- Some bills filed concern specific courts and specific counties, Ms. Pfiester said. HB 349 changes statute to allow electronic filing of any court document in criminal court in Hidalgo County. For district courts, HB

1118 requires original paper records to be used and kept until final disposition of the case. Several bills relate to court records fees.

- Ms. Margaret Hermesmeier noted that SB 881, relating to the release of certain information after 75 years, does not supersede the local government records retention schedule. The local government can still set the schedule for release of information.
- Mr. Dan Procter noted the lengthy list of bills, and added that the Council had endorsed TSLAC's recommendations for an electronic records archive in the Council's biennial report. Ms. Lori Person asked about the projected cost of the archive. Mr. Edward Seidenberg indicated TSLAC had projected a cost of \$450,000 and two full time employees over the biennium.
- Mr. Stephen Quick asked about the deadline for filing bills. Mr. Procter noted the deadline was Friday, March 8, 2013.

VI. AGENDA ITEM 5 – UPDATE FROM DEPARTMENT OF INFORMATION RESOURCES

Ms. Lori Person of DIR updated the Council on several items of interest.

- DIR has collected resources available for social media and included them on the DIR website. DIR intends to expand this information as more resources become available.
- DIR has a social media guidelines document on their website as well. The document was designed as a guideline for state agencies to use to create their own social media policy, Ms. Person said. The document is intended to be DIR policy, she said. DIR collaborated with subject matter experts from many state agencies in a series of working groups to produce the guidelines, she said.
- The statewide data center contract has recently been re-awarded, Ms. Person said. Previously, the contract was administered by one entity, she said. The most recent contract adopted a multi-sourcing integrator (MSI) service model. The MSI serves as the “services manager” of the contract while other vendors included in the contract provide the actual services. Capgemini serves as the MSI for the contract. Xerox State and Local Services (formerly ACS) delivers infrastructure services for mainframes and servers, while Xerox Corporation provides bulk mailing and printing services. ACS and Xerox Corporation merged shortly after the contract was awarded, Ms. Person said.
- Consolidation of the data centers of 28 state agencies has progressed more quickly than anticipated under the new contract, Ms. Person said. Customer service surveys have given positive feedback about the new contract, she said. Interest in voluntary participation in the consolidated data center has been received from agencies other than the original 28 included in the contract, she said.
- Mr. Dan Procter asked about the future of cloud computing in regards to the data center. Ms. Person noted that cloud technology could be part of

future plans for the data center, and noted that available technology has changed considerably since the original data center contract. Cloud technology could result in cost savings, which is always of interest to the Legislature.

- Since the re-award of the data center contract, Ms. Person noted that about one-third of the affected agencies have seen a cost increase, about one-third have seen a cost decrease, and about one-third have not seen an increase or a decrease. DIR is working to lower costs and increased transparency and visibility were built into the new contract. Agencies are now able to see their costs per service. For instance, agencies can choose how frequently to back up their data. More frequent backups cost more, while less frequent backups for data that changes infrequently are less costly.

VII. AGENDA ITEM 6 – UPDATE FROM STRATEGIC DIRECTIONS TASK FORCE

At the December 2012 Council meeting, a task force was formed to draft a plan of action for the Council for the next biennium. Task force members are Ms. Cathy Hartman, Ms. Margaret Hermesmeier, Mr. Daniel Julien, Ms. Erica Wilson and Mr. Steve Woodall.

- Ms. Hartman said the task force identified eight ideas and suggestions from the strategic directions discussion at the December 2012 Council meeting. She noted that one of the ideas identified, updating of Bulletin Number One, is already underway. The task force wanted to present the ideas to the Council and ask the Council to set priorities to focus on for the next biennium, she said.
- Mr. Dan Procter noted that items number one and number two on the task force's list overlap. The two items refer to encouraging legislative support for statewide preservation of electronic records, and assisting legislators in managing their own records. He asked how the Council can achieve these goals other than through the Council's biennial report. Ms. Hartman noted there is a fine line between education and advocacy.
- Mr. Procter asked if the Council thought it appropriate to ask key legislators to address the Council after the conclusion of the current legislative session. Ms. Hartman noted it might be appropriate to follow up with legislators after distribution of the biennial report and ask if they wanted more information or had any questions about the report. Ms. Lori Person noted that while the biennial report is excellent, many legislators may not have time to read the entire report. Mr. Procter and Ms. Hartman noted that the last two reports have included a short executive summary.
- Ms. Person said DIR receives inquiries from legislators during the legislative session. She noted that the biennial report could be brought to the legislators' attention during such discussions. The DIR government relations staff could make the report available upon request, she said. Mr. Procter agreed that the information from the report could be included in

conversations initiated by legislators. Ms. Kay Steed of the Employees Retirement System of Texas (ERS) added that records management officers for individual agencies might be able to advance information from the report as well, perhaps through “lunch and learn” type training sessions.

- Ms. Sarah Jacobson noted that TSLAC serves as a resource for the records management officers for both the House and Senate. Information from the report could be made available to these officers as well.
- Mr. Procter noted that the report contains a wealth of information that should be brought up in conversations with legislators and others as appropriate. Ms. Person noted that the executive summary of the report could be included in their discussions with legislators as appropriate.
- Ms. Hartman said the biennial report is available on the Council website.
- Ms. Angela Ossar of TSLAC noted that information from the report could be included in outreach efforts to electronic records managers as well.
- Ms. Hartman encouraged members to disseminate information from the report as appropriate when opportunities arise to do so. Discussions initiated by legislative staff could include information about the report as well, Mr. Procter said.
- A senator asked about a guidebook regarding records management, the task force said. Ms. Person noted that checklists are always appreciated. Ms. Hartman suggested a brochure type of document might be created. Mr. Procter said such a publication might be less intimidating to users, and Ms. Person said such a document might improve compliance. Ms. Julie Leung asked if such a brochure would include social media records retention information. Ms. Hartman noted that a checklist could bring together all facets of records management requirements and could be referred to as needed. She noted legislators and their staffs face the same records management challenges as agencies do.
- Ms. Person said that social media management does not seem to be as much of a priority for legislators as other budgetary concerns this session. Mr. Procter noted the difficulty of managing social media due to its transitory nature. Ms. Hartman agreed, and noted that almost all federal agencies now have some type of social media, and much of it is not being captured for retention.
- Mr. Procter noted that the Council could provide practical tools for records management, such as connecting users with the right sources for records management information, and providing them with a list of items to be considered regarding records management.
- Mr. Stephen Quick asked if the social media guidelines on the DIR website could be put into a checklist or brochure kind of format. Ms. Person noted they could be.
- Mr. Mike Graves noted that each agency has communications staff, and these staff members might be a good source of information. He said his own agency is creating policies regarding social media for their staff, and it might be useful to ask other agencies what they are doing, what

problems they have encountered, etc. One problem facing agencies regarding social medial management is whether or not to retain social media messages, and how long to keep them if they are retained, he said. Social media records can create questions of confidentiality and ownership as well, he said.

- Mr. Graves noted that most agencies have communications staff who manage the agency website. Streaming meetings online will result in rapidly escalating demands for storage space. Ms. Person noted that agencies are organized differently and not all have communications staff, and many rely on their records managers for records retention information.
- Mr. Procter asked if more participants on the task force would be welcome. Ms. Hartman said more participants would be welcome, and the task force would like feedback from the Council about what projects to pursue in the next biennium.
- Mr. Procter noted that from discussions at the last two Council meetings, social media seems to be a hot topic. It might be useful to focus on a topic of interest to many. For the June meeting he asked the task force to focus on a specific list of projects to pursue.
- Ms. Hartman and Ms. Jacobson noted the Best Practices Committee report included valuable information that could be built on. Ms. Jacobson said the report should be revisited and discussions could be initiated with the group leaders from the committee.
- Ms. Hermesmeyer noted the task force should use resources already available from other records information management industry organizations, such as ARMA. Some of those resources are online, but some might need to be purchased, she said. Ms. Wilson and Mr. Craig Kelso offered their assistance.
- Mr. Graves said that other states have information available online that might be of assistance as well. He noted that Alabama and North Carolina in particular had information available, as well as the federal government. Mr. Kelso noted that TSLAC is benchmarking the changes in Bulletin Number One against other states.
- Ms. Hartman asked anyone else who was interested in joining the task force to email her.

VIII. OTHER BUSINESS

- Ms. Sarah Jacobson noted TSLAC is providing some advanced electronic records management training in the near future. On March 20, 2013, TSLAC will host a live webinar on managing social media records. Ms. Lori Person asked about registering for the webinar. Ms. Jacobson said the information about the webinar is distributed through the TSLAC Texas Record blog.
- Ms. Nanette Pfiester noted the date has been set for the annual e-Records conference. The conference will be held on Tuesday, November 5, 2013, and a call for presentations/topics will be forthcoming soon.

IX. PUBLIC COMMENT

- No public comment.

In the absence of any further business, the meeting stood adjourned at 12:03 p.m.

A handwritten signature in black ink, appearing to read "Dan Procter". The signature is written in a cursive style with a large, prominent initial "D".

Dan Procter, Chair
Records Management Interagency Coordinating Council