
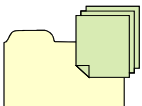


Information Technology
Department

○

MANAGING A SUCCESSFUL RECORDS MANAGEMENT PROGRAM

ITD Records Management
May 2009



Presentation Overview

○ 2

- Importance of Managing Records
- Definitions
- How to maintain retention schedules
- Annual records disposal process
- Proper disposal/transfer of records to State Archives
- Files management practices

Primary Goal of Records Management

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To provide :

Accurate records and information...

- ✓ to the right people
- ✓ in appropriate formats
- ✓ at the right times
- ✓ in the right places
- ✓ efficiently and at low cost
- ✓ followed by proper disposal or archival transfer.

Our Mission as Records Managers

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- Have the patience to retain what must be retained,
- The courage to destroy what must be destroyed, and
- the wisdom to know the difference between the two.



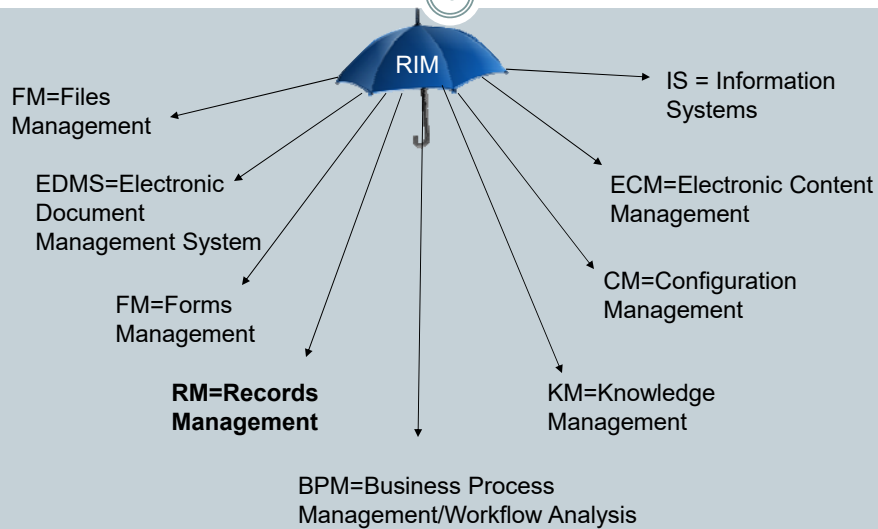
What is Records Management?

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- The systematic control of records throughout their lifecycle, from creation/receipt through active use, management and storage, to final disposition.
- A standard records management program includes the categorizing/cataloging, retrieval, retention, and final disposition of records in **all** formats.
- Can also be inclusive of many areas.

Records and Information Management

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NDCC 54-46: Records Management

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- Outlines requirements for a standard Records Management Program
- Includes definitions, duties, and guidelines for management, disposal, and preservation of records

Top 10 reasons you need... Records Management

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10. Running out of space
9. Can fit your fingers in your file drawers
8. Lots of misfiles – can't find anything
7. Electronic records were suppose to help but now have proliferated the problem because we print everything we need to keep
6. Our storage room is being renovated and our records are thrown in the basement, a warehouse, loft, a garage, or some other non-climate controlled, rodent infested, water-prone area.

Top 10 reasons (cont'd)

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5. We had a fire and didn't protect any of our vital records... now we have to go out of business because all of our client files are gone.
 4. My boss told me to hang on to everything indefinitely... just in case...
 3. The Auditor's came and told us we had to implement 'a standard record-keeping system'.
 2. According to the new regulations (SOX, ISO 15489, HIPAA, etc.), I need to have a (or improve my existing) records program.
- And the #1 reason... we're being sued and the lawyers told us to halt destruction and turn everything over to them for discovery...

Not important until something happens...

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- Fire, flood, lawsuit, have to recreate something...



Records in the News!

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Headlines:

- “Spiteful Worker Deletes Files Worth Millions” – Engineering Firm in Florida
- “Stolen laptop causes panic for more than one million current and former military personnel.” – Veteran’s Administration
- “Arthur Andersen: One of the world’s most reputable accounting firms is forced into bankruptcy for a dispute over its policy for shredding information during the ongoing audit of a company.” – Associated with Enron case

Why is Managing Records Important?

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- Decision-making
- Provide proof of existence, activities, processes.
- Defines the business purpose/function
- Documents compliance
- Provides litigation and audit support
- Provides a historical reference to the past
- Improve overall organizational efficiencies

Benefits of Records Management

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- **Manage the growth of record holdings**
 - Identify owner of record
 - Eliminate duplication (including electronic versions)
- **Improve storage & retrieval (centralize)**
 - Leads to better control of records – check in/out
 - Easier to manage
- **Improved efficiency & productivity**
- **Identify and protect vital records**
- **Meet fiscal, archival, legal, and administrative requirements**
- **Preserve corporate memory**
 - When individuals leave – knowledge management
 - Archival value – preserved for historical reasons

Basics of a RIM program

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- **Steps to organizational efficiency through managed records:**
 - **Get buy-in (all levels – top down)**
 - **Define roles and responsibilities**
 - ✕ Records Manager/Coordinator
 - ✕ IT = electronic records
 - ✕ Legal, Finance, Auditing, and Archives = retention schedule development and maintenance)
 - **Determine elements of RIM program**
 - ✕ Records Management, Forms Management/Design, Electronic Records (email, networked files, applications, etc.), automated workflow, etc.
 - ✕ Research legal requirements, industry regulations (HIPAA, SOX, privacy requirements, financial/insurance governing regulations), federal/state requirements, confidentiality requirements, etc.
 - **Develop a plan and follow through**
 - **Communicate (status, implementation, changes, etc.)**

Where Do I Start?

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- **Steps to organizational implementation:**
 - Retention schedule – basis for program
 - Identify record holdings (inventory) and functions of the organizations (identify new programs, org. changes, etc.)
 - Based on results, develop/update existing records retention schedule
 - Dispose of what you can (annually), once retention schedule approved
 - Organize (files management, e-records, email, etc.)
 - Automate (electronic document management system - EDMS)
 - Gain efficiencies (workflow-BPM)

Bottom Line: More productive work environment for all (quicker retrievals, less misfiles, more informed decisions, better customer service, etc.)

Roles

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- **Management**
 - ✦ Support and understand importance of RIM
 - ✦ Designate responsible person and add to job description
- **Records Liaison (optional)**
 - ✦ Liaison between ITD Records Management and the agency.
 - ✦ Larger agencies have one overall Records Coordinator to work with divisional Records Coordinators (same responsibilities)
- **Records Coordinators**
 - ✦ See next slide

Records Coordinator Responsibilities

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- Coordinate with ITD Records Management to implement records management programs:
 - ✦ Annual Disposal paperwork
 - ✦ Forms Inventories (annually)
 - ✦ Keep current the record series on retention schedules
 - ✦ Act as “central receiver”, or Records Liaison, for your organization
- Follow established procedures when transferring records to the State Archives
- Monitor all divisions for compliance
- Coordinate alternative records management projects

Who is Responsible for Managing Records?

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Each and every
one of us !!!



What is a Record?

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NDCC 54-46-02 says “A document, book, paper, photograph, sound recording or other material, **regardless of physical form or characteristics**, made or received pursuant to law or in connection with the transaction of official business.”

- A document is a record if:
 - ✦ Your office created it.
 - ✦ Your office received it and acted on it.
 - ✦ Your office is designated as the custodian (record-holder).
 - ✦ Your office needs it to document decisions.

■ **EXAMPLES:** Meeting minutes, accounting files, budget files, correspondence, personnel files, insurance policies, contracts, project files, program documents, etc

What is Not A Record?

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- Library and museum material made or acquired and preserved solely for reference or exhibition purposes.
- Stocks of publications (i.e. forms, brochures)
- Rough drafts – unless only record of official business
- Tapes – Until transcribed into final format (Retain recordings of executive sessions for 6 months)
- Extra copies of documents retained only for convenience of reference.

NOTE: Reference copies should not be kept longer than the record.

Lifecycle of a Record

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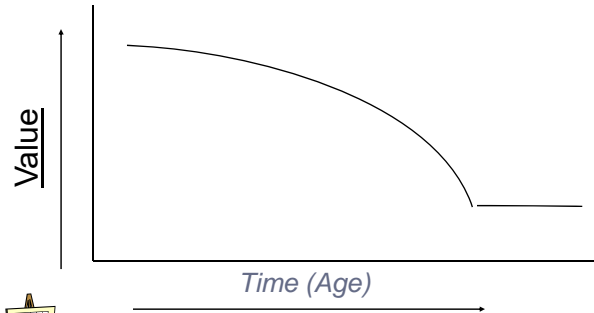
- **Creation/Receipt**
 - ✦ Paper
 - ✦ Electronic (images, email, voicemail, messaging, networked files)
- **Active use**
 - ✦ Distribution
 - ✦ Processing
 - ✦ Active storage (files management)
- **Inactive storage**
- **Disposition**
 - ✦ Destruction
 - ✦ Forward to third party
 - ✦ Archives/Preservation



Time – Value Concept of Records



The value of most information decreases, as the age of the information increases... as records get older, they become less valuable.



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How long should records be kept?

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- Not at all.
- One day/month/year.
- One hundred years.
- Lifetime (life of equipment, building, person)
- One thousand years.
- Permanent



Permanent (misconception that permanent = indefinite and lifetime).

How are Retention Periods Determined?

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- Retention periods define how long the record series is to be maintained.
- Administrative value - determined by the agency.
- Records Management Task Force:
 - ✦ State Auditor's office – review for audit/fiscal value
 - ✦ Attorney General's office – review for legal/regulatory value
 - ✦ State Archivist – review for historical/archival value
- Longest retention period applies

What is a Records Retention Schedule?

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- List by record series (a group of logically related records with the same retention and disposition value - i.e. accounting files, project files, personnel records, etc.)
- Indicates the retention period (length of time you retain the record series).
- Indicates the disposal method (landfill, shred, or archival transfer).

Why a Records Retention Schedule is Needed

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- To assist in the determination of what should be retained vs. disposed (in a consistent manner).
- To restrict your filing equipment/space to house only “active” records for quicker retrieval – leads to gained efficiencies.
- To ensure records of enduring value and historic interest are properly maintained and available.
- To *legally* destroy records that have served their usefulness.

“Follow, defend, and support your planned, written, and legal retention schedule, and in litigation it will follow, defend, and support you.”

Where do I find the retention schedules? (available on the web)

General Records Retention Schedule
created for all State agencies – cities and
counties have separate GRS

Retention schedules found by Agency, then division

RECORD CONTROL NUMBER	RECORD TITLE/DESCRIPTION/AND RETENTION
010204	AUDIT REPORTS This series contains audit reports for city offices. RETENTION: Retain for 3 years after the current fiscal year (ACYF), then dispose by landfill. **The City Auditors will transfer the record to the State Archives.
010417	BUDGET This series contains information related to the preparation and submission of the city budget.
010610	BANK STATEMENTS/DEPOSIT RECORDS This series contains bank statements, deposit records, and canceled checks for accounts maintained by the office. RETENTION: Retain in office for 6 years, then dispose by landfill.
011210	INVENTORY This series contains an inventory of equipment, fixed assets, etc. for the office. RETENTION: Retain in office for 3 years after the current fiscal year, then dispose by landfill. • Identify records which have important historical or archival value and insure their protection and long-term maintenance. • Promote efficiency in records processing, distribution, and storage. • Eliminate maintenance of duplicate records, and, • Insure access to public records.

What is the ND General Records Retention Schedule (GRS)?

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- Identifies records common throughout most state agency offices.
- Contains same information as agency-specific retention schedule:
 - × Records Control Number
 - × Title
 - × Description
 - × Retention Period
 - × Disposal Method
- Created to reduce duplication across agencies and define ownership (i.e. Audit records-State Auditor's office only agency send to State Archives).

NOTE: If records are still on the agency-specific retention schedule, identify and remove those duplicate record series.

How is GRS the used?

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- Sent with annual disposal packet.
- Review the series to determine if retained in your office.
- Dispose of accordingly:
 - If original, retain for time specified on schedule
 - If duplicate, dispose when no longer used. Do not retain longer than the original.

Completing An Annual Records Disposal

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- Disposal packet sent to Records Coordinators (distributed accordingly if Liaison)
- One year to complete (typically sent in January or July).
- Base disposals on dates on the disposal report (use retention schedules on the web for further clarification)

Completing An Annual Records Disposal (cont'd)

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- Packet: Certification of Records Disposal (SFN 7694) form, Records Disposal Report (see below) and instructions, including a web link to the retention acronyms.
 - E-mailed to each agency Records Coordinator for distribution to all employees.
- Dispose of each record series that has met its retention requirement – complying with the date and disposal method listed.

01/02/09		ITD/RECORDS MANAGEMENT DIVISION			RM1071-AA		PAGE
		RECORDS DISPOSAL REPORT FOR DEPT - 9980 - GENERAL RECORDS/UNIVERSA					1
		DIVISION - 1 - GENERAL RETENTION SCHEDULE					
RECORDS CONTROL NUMBER	RECORD SERIES TITLE	TOTAL RETENTION YEARS	TRANSFER THIS YEAR TO INACT. STORAGE	MICROFILM THIS YEAR	***** DISPOSE THIS MONTH/YR AND BEFORE	OF ***** USE THIS METHOD	
010201	AUDIT REPORTS (AUDITOR WILL TRANSFER)	1	CR+1		2007	CR+1 LAND FILL	
010301	TRAVEL REQUESTS/AUTHORIZATIONS	3			2005	LAND FILL	
010401	BUDGETS (OMB WILL TRANSFER)		CB2P		JUNE 2003	CB2P LAND FILL	
010402	EMERGENCY COMMISSION REQUESTS	3	ACFY		JUNE 2005	ACFY LAND FILL	
010601	BANK STATEMENTS/DEPOSIT RECORDS	3	ACFY		JUNE 2005	ACFY SHREDDER	
011001	TAX REPORTING DOCUMENTATION	4			2004	LAND FILL	
011002	YEAR-END CLOSING PACKAGES		CBPB		JUNE 2005	CBPB LAND FILL	
011201	FIXED ASSET INVENTORY		UD			UD LAND FILL	
011202	SURPLUS PROPERTY	3	ACFY		JUNE 2005	ACFY LAND FILL	
011203	END OF FISCAL YEAR FIXED ASSET INVENTORY	3	ACFY		JUNE 2005	ACFY LAND FILL	
011301	LEDGERS/JOURNALS	3	ACFY		JUNE 2005	ACFY LAND FILL	
011501	PURCHASE ORDERS/REQUISITIONS	6			2002	LAND FILL	
011502	ACCOUNTS PAYABLE	3	ACFY		JUNE 2005	ACFY LAND FILL	

Recommended Procedure for Initial Review of Files prior to Disposal

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- Review documents to determine records series category/related subject classification.
- Identify appropriate retention period and disposal method (from disposal report or retention schedule).
- Dispose (Shred, Recycle, Send to Archives) of records that have met their retention requirements.
 - NOTE: Keep track of the size/volume to complete Certification form.
- Mark remaining files with disposal date and method for ease of future disposals.
- Box files with same disposal date together and send to inactive storage.
- Set completion goals – i.e. 1 box/employee/week
 - Designate a 'Records Cleaning' Day for all employees

CERTIFICATION OF RECORDS DISPOSAL
 INFORMATION TECHNOLOGY DEPARTMENT
 RECORDS MANAGEMENT
 6784 7604 (12-2004)

Certification Control Number
 2008123
 Close and Return By
 June 30, 2009

Agency: Information Technology Dept Division: Records Management

1. Verify that the records approved for disposal or transfer to the State Archives have been handled as specified in the attached Records Disposal Report. Make a note on the Records Disposal Report if you are not transferring or disposing of any records that are listed on the report. Mark the appropriate Records Disposal box below.

2. Verify that the records approved for disposal or transfer to the State Archives have been handled as specified in the attached Records Disposal Report. Make a note on the Records Disposal Report if you are not transferring or disposing of any records that are listed on the report. Mark the appropriate Records Disposal box below.

3. Enter the total inches of records disposed under the appropriate size. Measure from the front of the drawer or box to the back OR the height of the records stacked on the floor or desk. For electronic records deleted, track the volume of Kibibytes (KB) and enter under the Electronic column below.

Sign and date the Agency Certificate of Schedule Review and Records Disposal below.

4. Contact the State Archives at 328-3570 to transfer records designated as historical. When records are transferred, include the Disposal Report (RM 1071-AA) and this signed Certification of Records Disposal with the records being transferred. The State Archives will sign the Certificate of Transfer.

5. If no records are designated for transfer to the State Archives, send the Disposal Report (RM 1071-AA) and this signed Certification of Records Disposal to ITD, Records Management, 600 East Boulevard Avenue, Bismarck, ND 58505-0100.

AGENCY CERTIFICATE OF SCHEDULE REVIEW AND RECORDS DISPOSAL

1. Schedule Review (Check One)
 I certify that I have reviewed the Records Retention Schedule and it is correct.
 I certify that I have reviewed the Records Retention Schedule and corrections are required. The Record Series Description(s) (SFN 042) necessary to make the corrections will be sent to ITD Records Management or are attached.

2. Disposal Review (Check One)
 I certify that only those records approved on the attached Records Disposal Report (RM 1071-AA) have been transferred or disposed of by the methods specified in that report.

3. Disposal Volume - Estimate the total inches disposed or electronic storage space (KB) recovered and enter below.

Size of Records	Legal Size	Legal Size	Size	Electronic	Microfiche	Roll Microfilm
Inches or KB	8 1/2 x 11	8 1/2 x 14			5 3/4 x 4	4 1/2 x 4 1/2
15			3 x 5			
			5"			

4. I certify that the following record
 Signature (Records Coordinator/Manager), Phone, Date authorizing disposal/transfer

ITD Archivist: _____ Date: _____

Disposal Considerations



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- **Shredding**
 - ✦ Used to destroy confidential (restricted) records.
 - ✦ Can use licensed and bonded external service. Proof of licensure recommended (i.e. Certification).
 - ✦ Validate destruction process – stay involved.
- **Landfill/Recycling**
 - ✦ Dispose in trash or recycling container.
 - ✦ No special protections required.
- **Archives/Preservation**
 - ✦ Only those identified as historical
 - ✦ State Archives Website: <http://www.state.nd.us/hist/sal.htm>
 - ✦ NARA website: <http://www.archives.gov/>

What makes records 'Archival'?


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Records that have continuing historical value:

- citizens or the government because they contain evidence or information which protects some right or claim,
- document significant events or functions, or
- contain sufficient information about people, places, or events to warrant retention for historical research.

Procedures to transfer to the State Archives

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- Separate archival records from records to be disposed by shredding or landfill.
-  Use containers that are in good condition and uniform in size (such as bankers boxes). Please do not use larger than 1 foot or a photocopy paper box.
- When packing keep the existing arrangement. The files should not be removed from the file folders.
- Do not mix record series unless the series are clearly marked and wrapped (keep records with same retention value together so entire box can be disposed).

Archival Procedures (cont).

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- Send along file inventories, indexes, keys or other ways to find the information. This will ease the time spent by the reference staff in searching for the information.
- Label the boxes with correct information before the transfer takes place.
- Contact the State Archives (328-2668, or 328-3570) when ready to transfer the records.
- Submit completed Certification form (and attached disposal report) with records to be transferred to the State Archives.
- The State Archives will complete the bottom section of the certification form and forward all paperwork to ITD Records Management.

Accessing Records from the State Archives

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- It is preferred that you review the records at the State Archives.
- If necessary, records can be returned to the organization.
- Short-term loans are possible with requirements for not modifying the records in any way.

Keeping the Retention Schedule Current

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- Additions
- Changes
- Deletions
- Complete the Record Series Description (SFN 2042) and submit to ITD Records Management.

For adds or changes complete entire form, including Administrative retention period.

RECORD SERIES DESCRIPTION
 INFORMATION TECHNOLOGY DEPARTMENT
 RECORDS MANAGEMENT
 SFN 2042 (8-2005)

INSTRUCTIONS: Complete one record series desc. series. DO NOT use abbreviations or initials term records.

1. Department: INFORMATION TECHNOLOGY DEPAR
 Division: Records Management Unit or Proj: 112-004
 3. Record Control Number (For a change or delete): 010101

TYPE OR PRINT NEATLY WITH BLACK INK

Action Requested: Add Change Delete

Record Series Title: **XAMPLE**

Provide description of what this record contains. If requesting a change or deletion, please indicate the reason below.
Delete record series – no longer needed

5. Medium: Paper Electronic Microforms Other-Specify: _____

6. Inclusive Dates of Record Series: FROM 2000 TO current

7. Is Record Series Continual? No Yes - Cite Stat NDCC 54-46-0

8. Is the record series the original? No Yes

9. Is information duplicated or summarized elsewhere? No Yes - Explain: _____

10. Is this record vital to the ongoing operation of the office in the event of a disaster or accident? No Yes - Explain: Key personnel lists, Financial records, payroll

Are 8 Copies Required To Be Shere Library? No Yes

PAPER

10. Size: Letter Legal Other - Specify: _____

11. Filing System: Alphabetic Chronological Other - Specify: _____
 Geographic Terminal Digit Numeric Subject

12. How is it Indexed? Batch Manual Other - Specify: _____

ELECTRONIC

13. Where is Information Used? Within Division In Other State Agencies Within Agency By the Public

14. File Type: Computer Audio Video Text Data Music Voice Image

15. Media Type: Optical Magnetic Other-Specify: _____

16. Media Location: Office Compacting Center Warehouse

17. Estimated Annual Growth: 5000 documents per year

18. Is Information Backed up? No Yes - How? on server

19. Hardware Environment: server

20. Software Environment: Images

21. When is Information Backed up? monthly

22. How Many Generations? original - 1

ADMINISTRATIVE ELECTRONIC RECORD RETENTION

23. Description of Data Elements Purged and When? _____

24. RETENTION: On-Line _____ Off-Site _____
 Near-Line _____ Other _____
 Off-Line _____ Total _____

25. Prepared By: _____ Telephone Number: _____ Date: _____
 Date Received By ITD: _____

RETENTION PERIOD

26. ADMINISTRATIVE VALUE (Agency) How long is the record series actually used by the agency? **10 years**

27. ADDIT VALUE (Auditor) NO YES-Retain 3 Years After Current Fiscal Year

28. LEGAL VALUE (Attorney General) NO YES-Retain _____ Years Cite Statute _____

29. HISTORICAL VALUE (State Archivist) NO YES

30. TOTAL RETENTION (For Records Mgmt. Use Only) _____

For deletes, only complete the top section of the form (through description), indicating reason for deletion in the Description field, and complete item #25 (name, phone and date) at the bottom.

Completing a Records Series Description (SFN 2042) form

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- Complete the form and mail to ITD Records Management.
- The form will be reviewed by the Records Management Task Force and returned to ITD.
- ITD will reflect changes on the Records Retention Schedule and update the web, and notify the Records Coordinator
- Changes will be reflected on the following year's annual disposal report (unless otherwise indicate).

On-Going Improvements: Files Management

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- **Files Management**
 - Standardize (across organizations)
 - Centralize (where possible)
 - Utilize (Standard Subject Classification System)
 - Minimize (volume-disposals)

Files Management - Standardize

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- If all employees use the same system of filing, no matter whose office you go into you can find documents.
- Standardize information on labels (i.e. disposal date)
- Electronic files – naming conventions, locations of documents (utilize network drives, not local)
- Easier to find the latest version (reduce duplication)
- Share files between employees, but determine ownership for disposal purposes.
- Bottom line: Access files quicker

Files Management - Centralize

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- Designate central areas
- Use open-shelf filing equipment
- Don't overstuff files – score folders
- Color code file folders/labels
- Utilize check-in/out procedures
- Easier to do disposals-one location

Files Management - Utilize SSCS

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- **Standard Subject Classification System (SSCS)**
 - A subject-classification system created by category and unique identifier
 - ✦ 01 Accounting
 - Can be applied to paper, electronic, email
 - Record control numbers correlate to filing system (easier to do disposals)
 - **Direct link:**
<http://www.nd.gov/itd/records/docs/classification.pdf>

Subject Classification System - Example

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- 01 (ACT) Accounting
 - ✦ 0102 Audits
 - ✦ 0104 Budgets
 - ✦ 0115 Accounts Payable

NOTE: Records Control Numbers are made up of the first 4 digits from the Classification System, then a unique assigned number for the last 2 digits (i.e. 010201).

- 05 (AF) Agency Federal
- 10 (AS) Agency State
- 22 (C/M) Committees/Meetings
- 35 (ED/T) Education/Training
- 60 (PER) Personnel
- 65 (P/P) Policies/Procedures
- 80 (SPS) Programs, Projects and Services
- 90 (S/S/R) Survey/Study/Report

Files Management - Minimize

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- Completing annual disposals will help reduce volume
- Less volume = easier to manage/less costly/more efficient

General Filing Recommendations-Summary

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- Centralize
- Use open-shelf filing equipment.
- Use labels (typed-file folders, drawers/shelves, etc)
- Eliminate duplicates and non-record material.
- Use check-in/check-out procedures (including out guides).
- Implement color-coding for large volumes.
- Use inactive storage areas.

Inactive Records

- Complete periodic transfers based on the activity level (active-daily vs. inactive-once/year) of the record series.
- Use standard record center cartons - 15 x 12 x 10 (i.e. size of a paper box)
 - NOTE: Do NOT use the large banker boxes.
- Store records with same disposal date in same box.
- Use standardized shelving.
- Label boxes with contents/disposal date.
- Rules also apply to State Archives transfers.

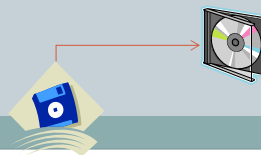
Long-term Storage/Preservation

- Record Longevity (regardless of media) depends on the following:
 - ✦ Temperature (60-74 degrees)
 - ✦ Humidity (30-55%)
 - ✦ Minimal fluctuations in temperature and humidity
 - ✦ Free from potential flooding, leaky roofs, infestations of rodents, mold/mildew, etc.)
 - ✦ Care when handling of media
 - ✦ Number of times referenced
 - ✦ Technological obsolescence/migration to updated technology
- Consider formats for long-term retention
- Alternative technologies (may need to store hardware/software with records)
- Confidential records – Need to secure from unauthorized access (i.e. lock cabinets, password protect, etc.)

Life Expectancies [LE]

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- Parchment paper – 5000 years (English – House of Commons)
- Paper – 1,000 years
- Microfilm – 500 years
- Magnetic (disk, tape, etc) – 1,000 weeks (20 years)
- Electronic – Depends on technology and migration plan (recommend migrate every 3-5 years)



Acceptable Media/Formats

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- **Types:**
 - ✦ Paper
 - ✦ Microforms (film, fiche, aperture cards, COM-computer output microfilm)
 - ✦ Electronic
- **Factors:**
 - ✦ Retention
 - ✦ Accessibility/frequency of use
 - ✦ Location (proximity to those that need to reference)



Media Comparison



MEDIA COMPARISON CHART

Media	Technology Requirements	Retention	Frequency of Use	Accessibility/Location (proximity for retrieval)	Volume
Paper-active	None	Short-Medium term	Daily	On-site/central location	Low Volume
Paper-inactive	None	Long-term	Infrequently	Low retrieval: off-site	High Volume
Microform	Hardware (*Note 1)	Long-term	Infrequently	Low retrieval: On or off-site	High Volume
Electronic	Hardware/ Software (*Note 2)	Short-term	Daily-less often	High retrievability/ Central or Remote Locations	High Volume

MEDIA - Further explanations:

Paper: old fax paper, onion skin, etc not appropriate

Microform: microfilm, microfiche, aperture cards, COM-computer output microfilm

*NOTE 1: Microforms can be read using magnification equipment and a light source, if necessary

Electronic: server/networked files, email, optical disk, cd/cd-rom, magnetic, diskettes, USB drives

Acceptable file extensions for longer term storage of electronic records:

.tiff (images), pdf-A (new .pdf Archival standard), .txt (plain text), or .rtf (rich text)

*NOTE 2: Ensure migration plan for medium/long term storage

(may need to keep/upgrade hardware/software for future readability)



"The next best thing to knowing something is knowing where to find it."

-Samuel Johnson



- Information which is not communicated is valueless.
- Information which cannot be found is worthless.
- The value of information is directly related to its accessibility.

Web Information

ITD Records Management information is available on the web:

<http://www.state.nd.us/itd/records/>

Records Retention Schedules:

<http://www.nd.gov/itd/records/retention/retention.pdf>

Questions?

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