As simple as . . .

1. Review
2. Identify
3. Manage

Question #1

A policeman is called to the scene of an accident. The officer takes a digital photo of the car involved.

Is this photo a record worth keeping?

Yes or No?
**Review**

- Is it a record?
- Determine the retention
- Determine if any legal holds apply
- Organize records for easy access and disposition

**What is a Record?**

**Definition of Records**

“All documents, papers, letters, maps, books, tapes, photographs, computer-based or generated information, data, data fields, or similar material prepared and maintained or received by an agency or by a private person or entity in performance of a service or function for or on behalf of an agency or when such documents have been transferred to a private person or entity by an agency for storage or future government use.”

O.C.G.A. 50-18-70(a)

**What is an Official Record?**

An official record is any record created or received by your agency that has legal or business retention requirements. It is any record relied upon to document or support business transactions, agency governance, financial obligations or required filings with regulatory agencies. This includes:

- Documentation of a transaction, the delivery of services
- Document of agency standards, policies, procedures, and practices
- Documentation required for compliance with statutes, regulations, and requirements
Question #2
Your office has a website and has invited public comment on a controversial issue.
Would you keep the comments?
Yes or No?

Technology du jour
- Technology is just a tool used to create records, it is not the record
- Media DOES NOT matter when it comes to creating records

Content Matters
- Policies, significant decisions, commitments, or important meetings
- Communications that facilitate or document actions affecting the conduct of business
- Any material that provides substantive information
- If content protects rights – legal, fiscal, property, etc
Public Records Technology

Examples of public records that might be sent via e-mail include:

1. Policies and directives
2. Correspondence and memos
3. Work schedules and assignments
4. Drafts of documents for approval or comment
5. Messages that initiate, authorize, complete a business transaction
6. Final reports and recommendation

Non-Record

If content is:

Of transitory nature
- Social, meeting, or announcement type of notices
- Information only requiring no action
- Personal messages and ‘chit-chat’

Identify

Where are records stored?

- Databases
- Network drives
- Email inbox
- SharePoint libraries

How long to keep them.
Quick Quiz

Match the subject line of an e-mail with the value of the message or the reason for saving it in this short quiz:

a. Research Data
b. This e-mail has no value
c. Policy Change
d. Approval or Authorization
e. Negotiations
f. Formal communication

1. Request for leave approved
2. New Leave Policy
3. Joke of the day
4. Salary Increase - Let's Talk
5. NSF Grant Survey Results
6. March staff meeting minutes

What to keep and What to toss

<table>
<thead>
<tr>
<th>Copies</th>
<th>Attachments</th>
<th>Drafts</th>
</tr>
</thead>
<tbody>
<tr>
<td>◦ No need to keep</td>
<td>◦ Do not attach to email — use HYPERLINKS</td>
<td>◦ Keep final version</td>
</tr>
<tr>
<td>◦ Keep altered messages</td>
<td>◦ Save attachment in appropriate folder outside of email</td>
<td>◦ Delete drafts</td>
</tr>
</tbody>
</table>
Identify Duplicates

Eliminate duplicate information or attachments by linking documents in messages and other documents to the folders you have designated on your network drive. Remember: if you do link information make sure the link still works.

Please RETHINK and send a LINK

Organizing

- Determine Retention
- Organize Email messages
  - If using 30-day delete process, create folders under your mailbox and not your inbox
  - Create folders with retention period name

Sample Folder Structure:
- Customer Correspondence – General (current + 60 days)
- Customer A
- Customer B
- Administrative Records (current +1 year)
- Projects (current + 2 years)
- Project A
- Project B
Best Practice – Network Drives

Tightly restrict who can create folders to prevent your folder tree from quickly growing out of hand and creating a structure that is impossible to manage.

Best Practice – Network Drives

Too many folders are bad for two reasons:

1. Complexity – too many folders offer too many choices for filing information in the wrong place.

2. Performance – searches will slow down as the system is overloaded, reducing performance.

Using Naming Conventions

- Rule #1: Avoid using special characters in a file name: \ / *?"’[]\&$
- Rule #2: Use underscores instead of periods or spaces
- Rule #3: Do not use more than 25 characters
- Rule #4: Include all necessary descriptive information independent of where it is stored
  - Incorrect: abc_project_vision_001.ppt
  - Correct: abc_project_vision_001.ppt
- Rule #5: Include version number on document name where version control is needed. The easiest way to do this is to use the letter “v” to represent “version number”.
- Rule #6: Be consistent. This is the most important rule. Record names should make sense and be clear to everyone in the department.
Managing

- File messages in the appropriate RIM-ready folders.
- Routine Review
  - Answer pending messages
  - Delete messages that are for reference, copies, or non-official business records
  - File messages requiring further retention
- Routine Management

Best Practice - Email

Process your messages by using the Four D’s. When reading your messages, decide whether to:

- Delete it
- Do it (respond or file for retention)
- Delegate it (forward)
- Defer it (using categories and flags for a second review in your task list)

The goal is to reduce the number of times you touch each message.

Best Practice - Email

It’s considered best practice to set aside time every morning to manage your task list and your calendar. This includes

- Reviewing your appointments and meetings for the day and week ahead.
- Reviewing your tasks and making adjustments.
- Adding appointments to your calendar to make time to get your work done.
Questions?

For further assistance, contact me at
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