

Electronic Records Management System Needs Assessment Project Update

Office of the City Clerk – City Records Management Program
Seattle Information Technology Department
Access Sciences Corporation



Who is Access Sciences?

Business Analysis and Strategy: Providing executive counsel and strategic guidance



Information &
Data Management

Providing
Strategy,
Analysis,
and Design



Information
Technology

Delivering
Architecture
implementation,
and integration



Change
Management

Helping
Organizations
excel through
change

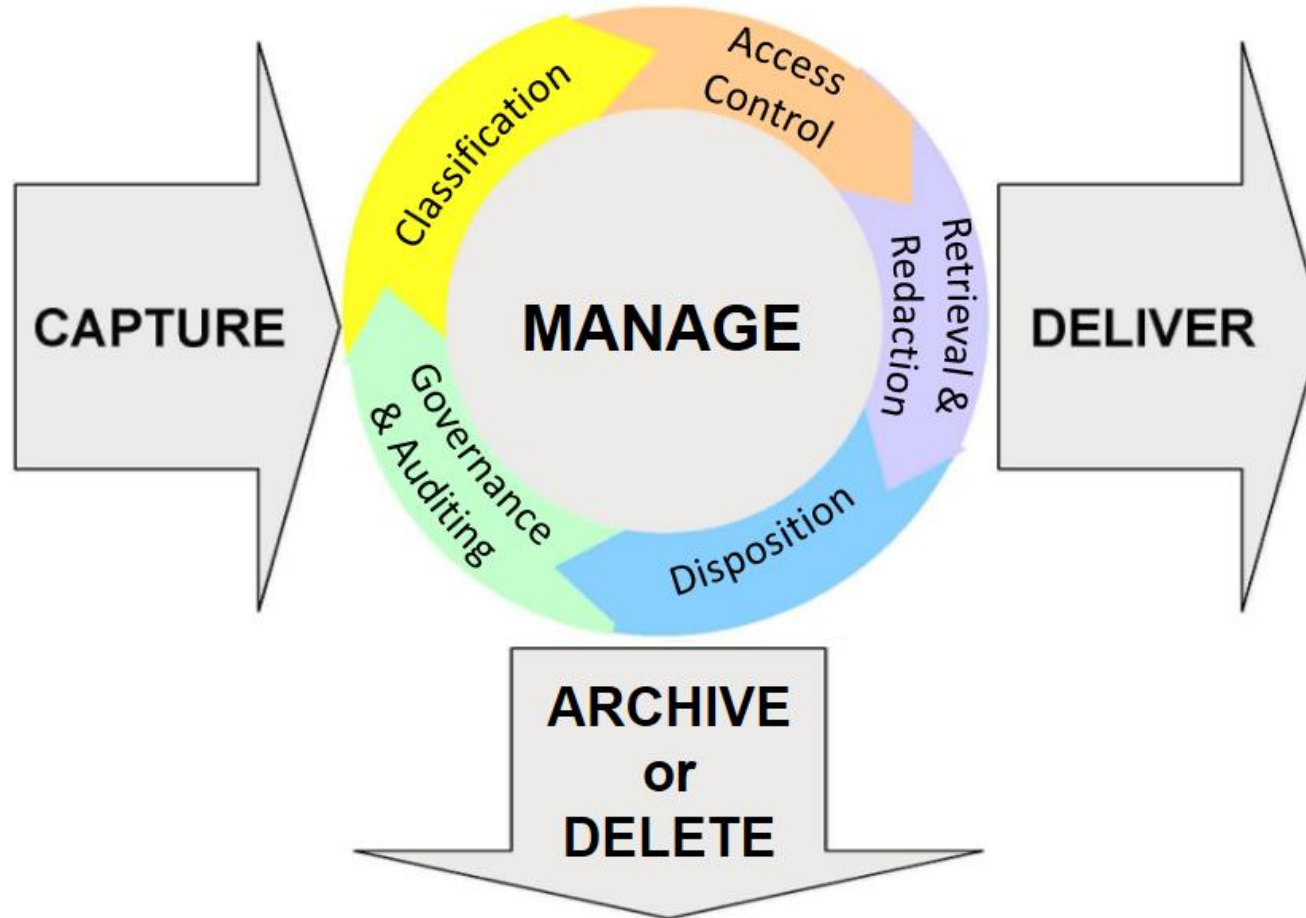


Managed
Services

Allowing clients
to focus on core
competencies

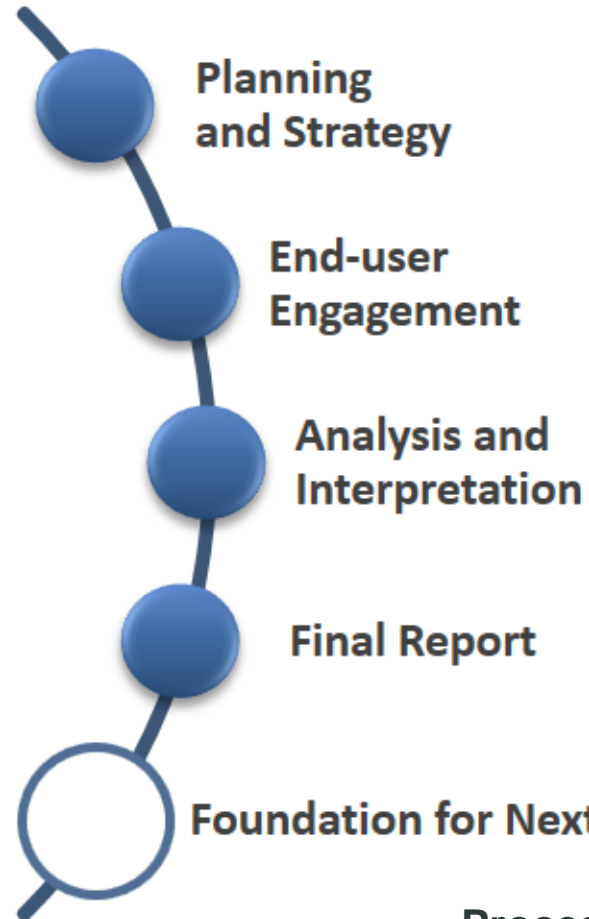
<http://www.accesssciences.com>

What is Electronic Records Management?



Statutory requirements: SMC 3.122.040, RCW 40.14 and RCW 42.56

Schedule and Approach



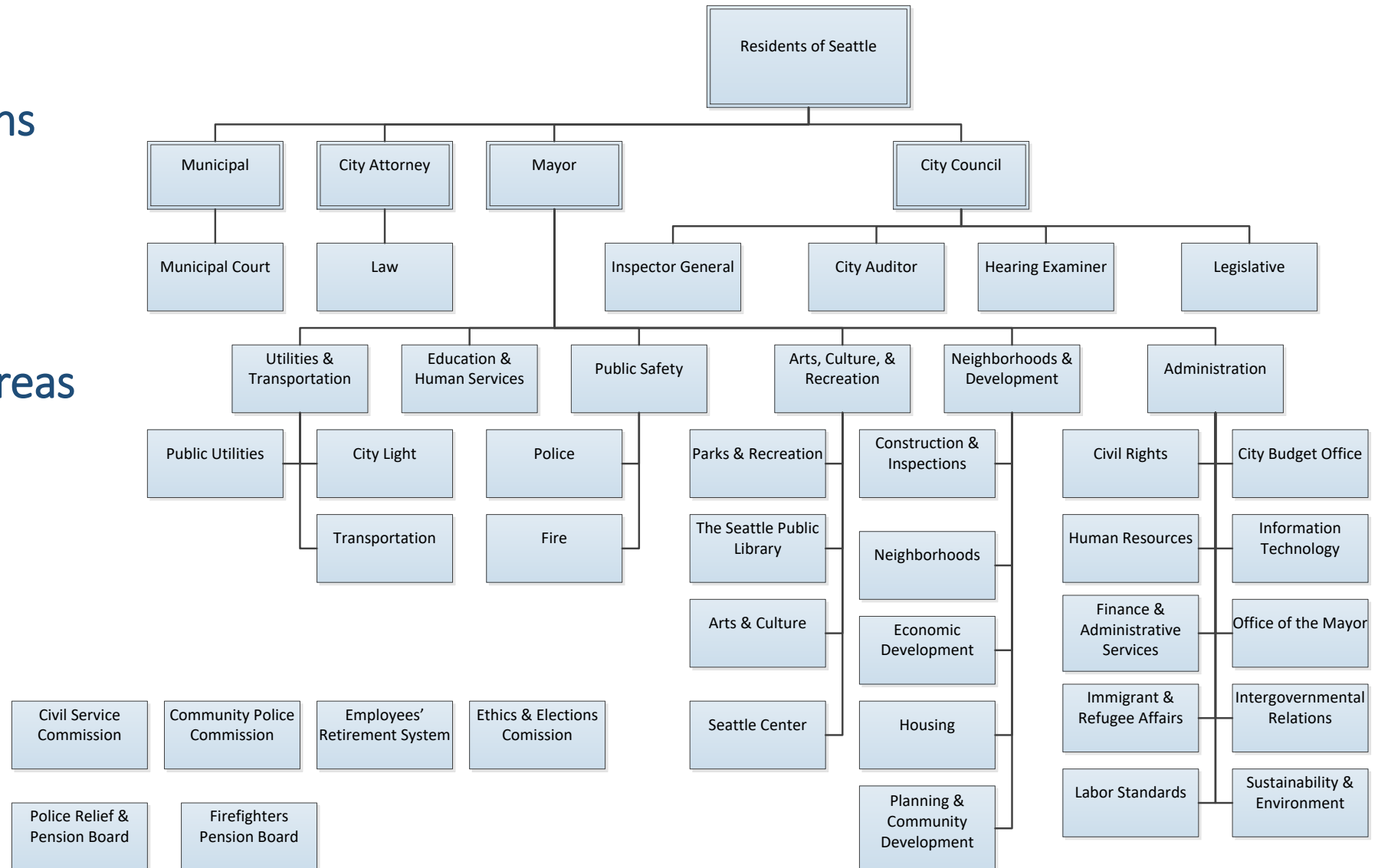
Week 1 (1/22)	Week 2 (1/29)	Week 3 (2/5)	Week 4 (3/9)	Week 5 (3/16)	Week 6 (3/23)	Week 7 (3/30)
Planning and Strategy		End-user Engagement				
Week 8 (4/6)	Week 9 (4/13)	Week 10 (4/20)	Week 11 (4/27)	Week 12 (5/4)	Week 13 (5/11)	Week 14 (5/18)
Analysis and Interpretation				Final Report		

Process to implement City-wide electronic records management based on due-diligence, attention to regulations, and cost-effectiveness.

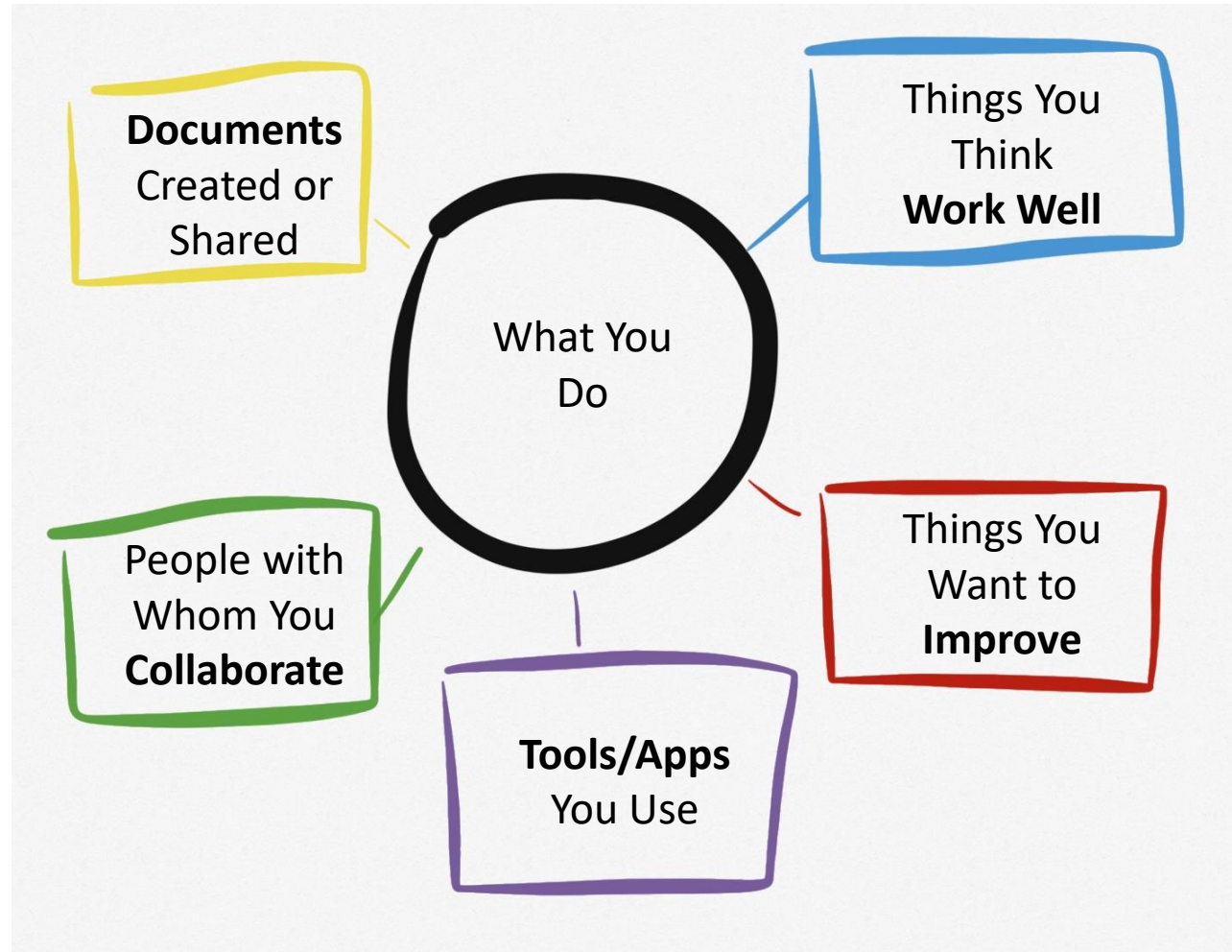
☆ This meeting

End User Engagement

- 72 Interview Sessions
- 292 Interviewees
- 35 Departments
 - 46 Functional Areas



What We Talked About

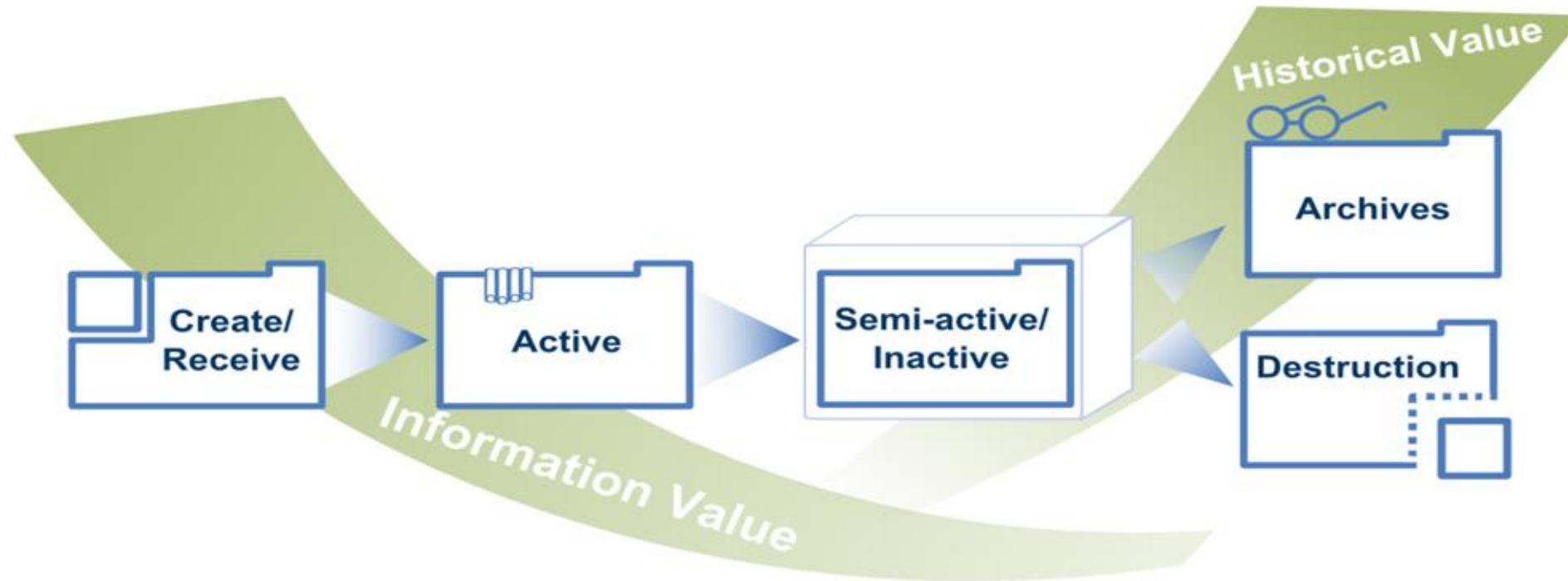


What We Heard: Recurring Themes

City of Seattle Employees Care about Records and Information

- ✓ Many complex processes are supported by files in network folders
- ✓ Employees understand the importance (and difficult nature) of records
- ✓ They want a solution but are very concerned about the impact of change, training, executive level support, and business continuity
- ✓ Employees work very hard to ensure they can find content
- ✓ PDRs and information requests from outside department are very time consuming
- ✓ Some departments are making progress on internal content management efforts that must be considered

What We Heard: Records Have a Lifecycle



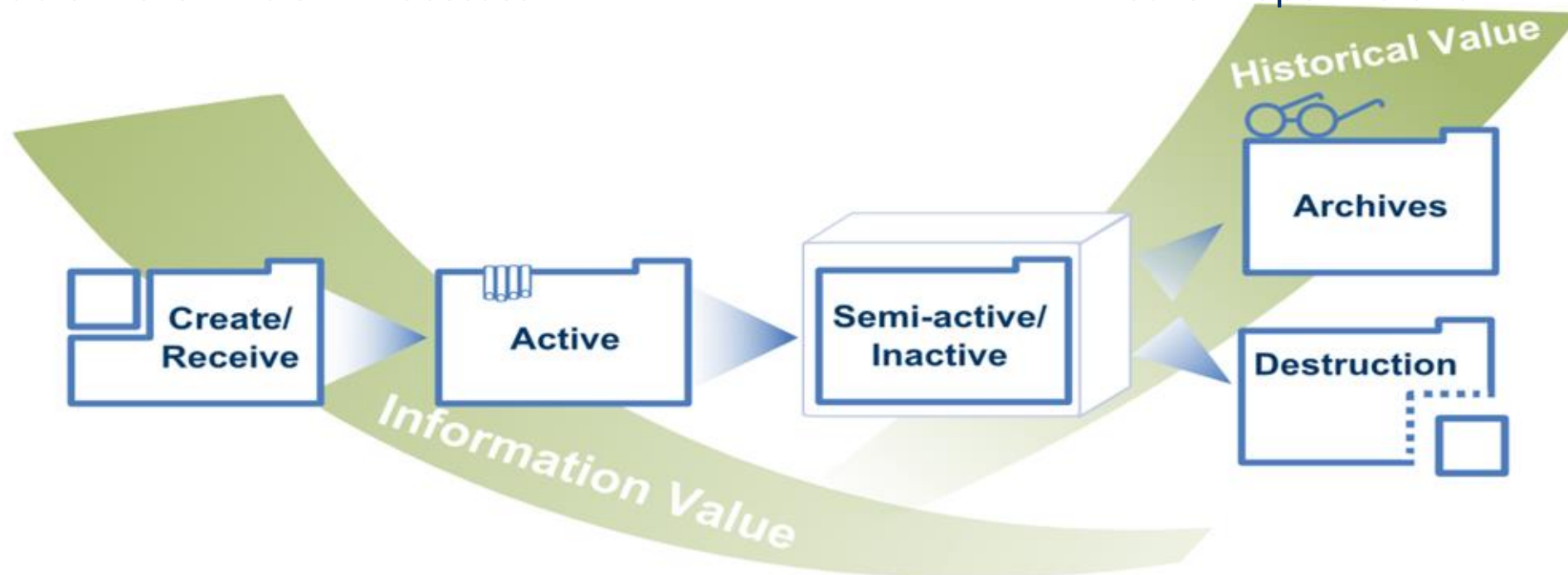
What We Heard: Benefits of Managing Electronic Records

- Information Value

- Reduce the Time to Find Information
- Reduce Risk / Improve Safety
- Improve Decision Support
- Enable More Efficient Processes

- Historical Value

- Support Transparency and Integrity
- Provide Reliable Retrieval
- Prevent Alteration or Loss
- Ensure Proper Deletion



A Foundation for Planning Future Implementation

The Assessment provides the foundation for the City to plan its next steps for an electronic records management program, with governance, compliance, and improved efficiencies as key elements:

- Departmental Needs Assessment Findings
- Best practice and City requirements for ERM
- Potential approaches and summary cost-benefit comparison
- Recommended approach road map and guidance documentation