

Enterprise Electronic Records Management System (ERMS)

Office of the City Clerk - City Records Management Program
Seattle Information Technology Department

Records Management

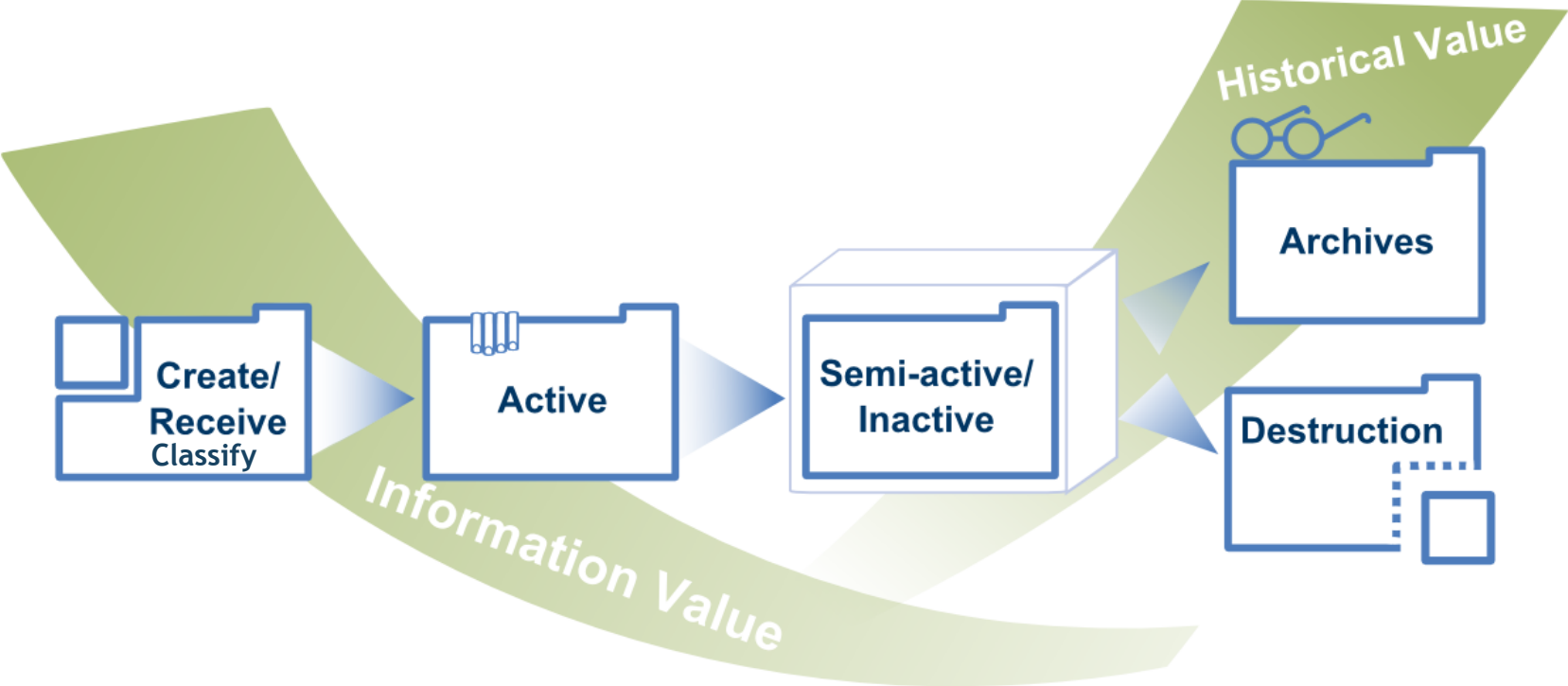
Good recordkeeping protects the rights and interests of citizens in their interactions with the government entity by ensuring essential documentation.

It is the responsibility of Directors, Managers, and all employees to manage the recordkeeping aspects of their work effectively and with due regard for the interests of the City and the public.

- ▶ **City Clerk:**
 - ▶ Responsible for ensuring the maintenance and availability of the documents needed to provide an accurate account of the actions of City government and those needed to safeguard the rights of the City and public.
- ▶ **Departments:**
 - ▶ Responsible for ensuring that record requirements are met, record policies are in place, staff is adequately trained and resource(s) to support records management are in place.

Statutory requirements: SMC 3.123.040, RCW 40.14 and RCW 42.56

Records & Information Lifecycle



Electronic Records Management System (ERMS)

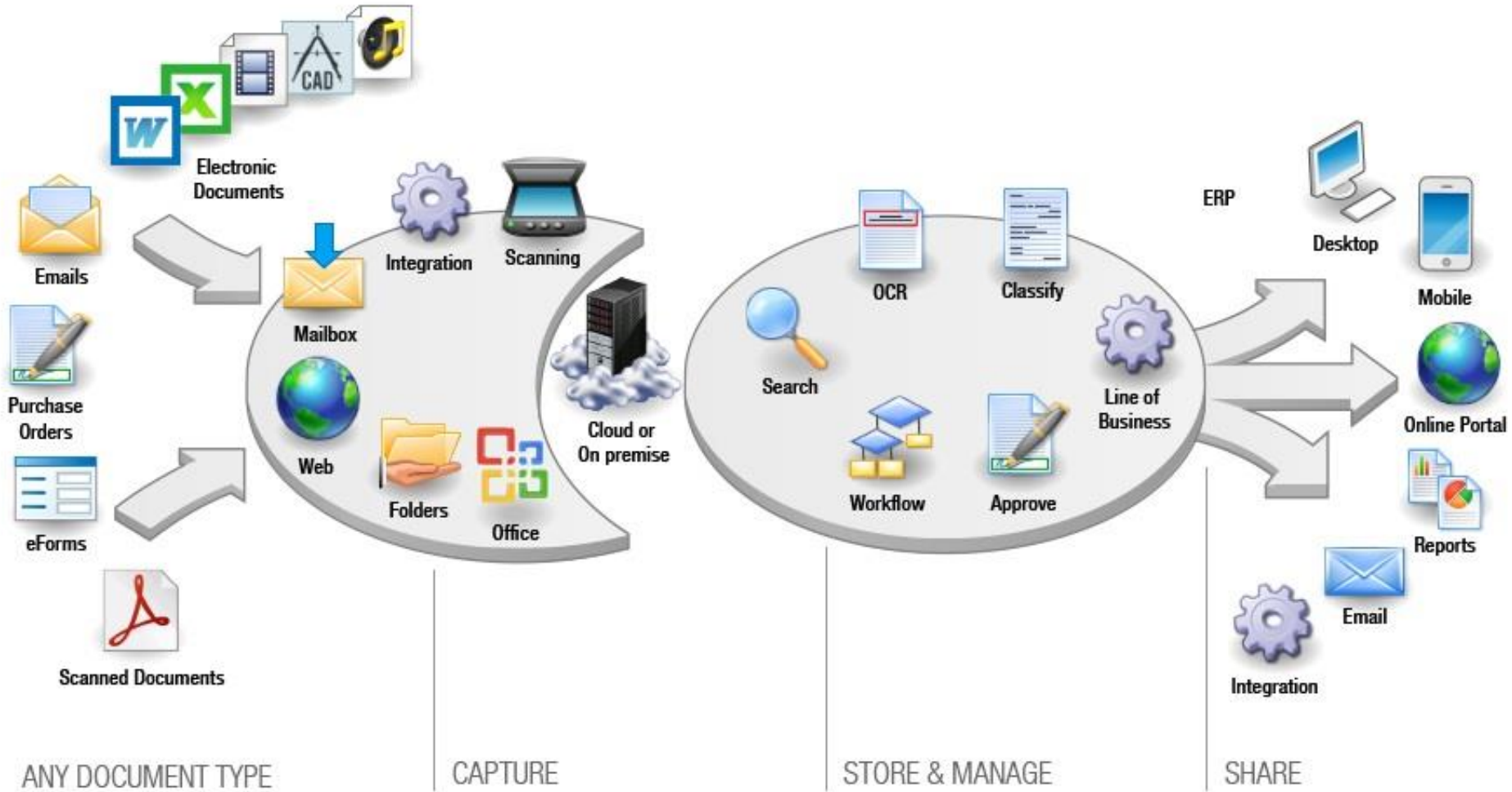
- ▶ An ERMS automates management of electronic records:
 - ▶ All types and formats
 - ▶ Records preserved and deleted according to records schedule
 - ▶ Provides ability to retrieve all pertinent records for public disclosure and litigation
 - ▶ Defensible tracking of all records activity: edits, destruction, and preservation

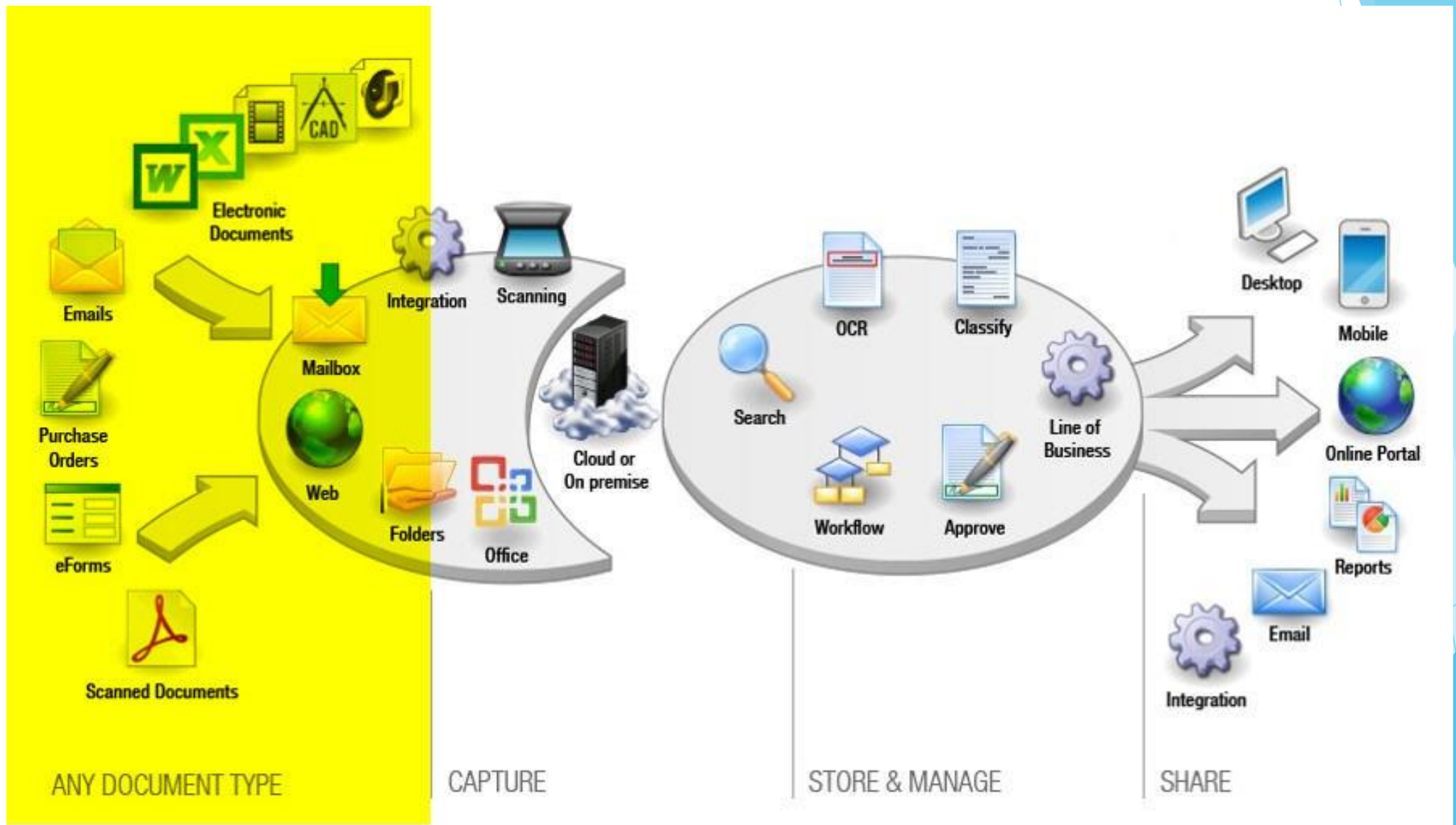
Benefits of ERMS

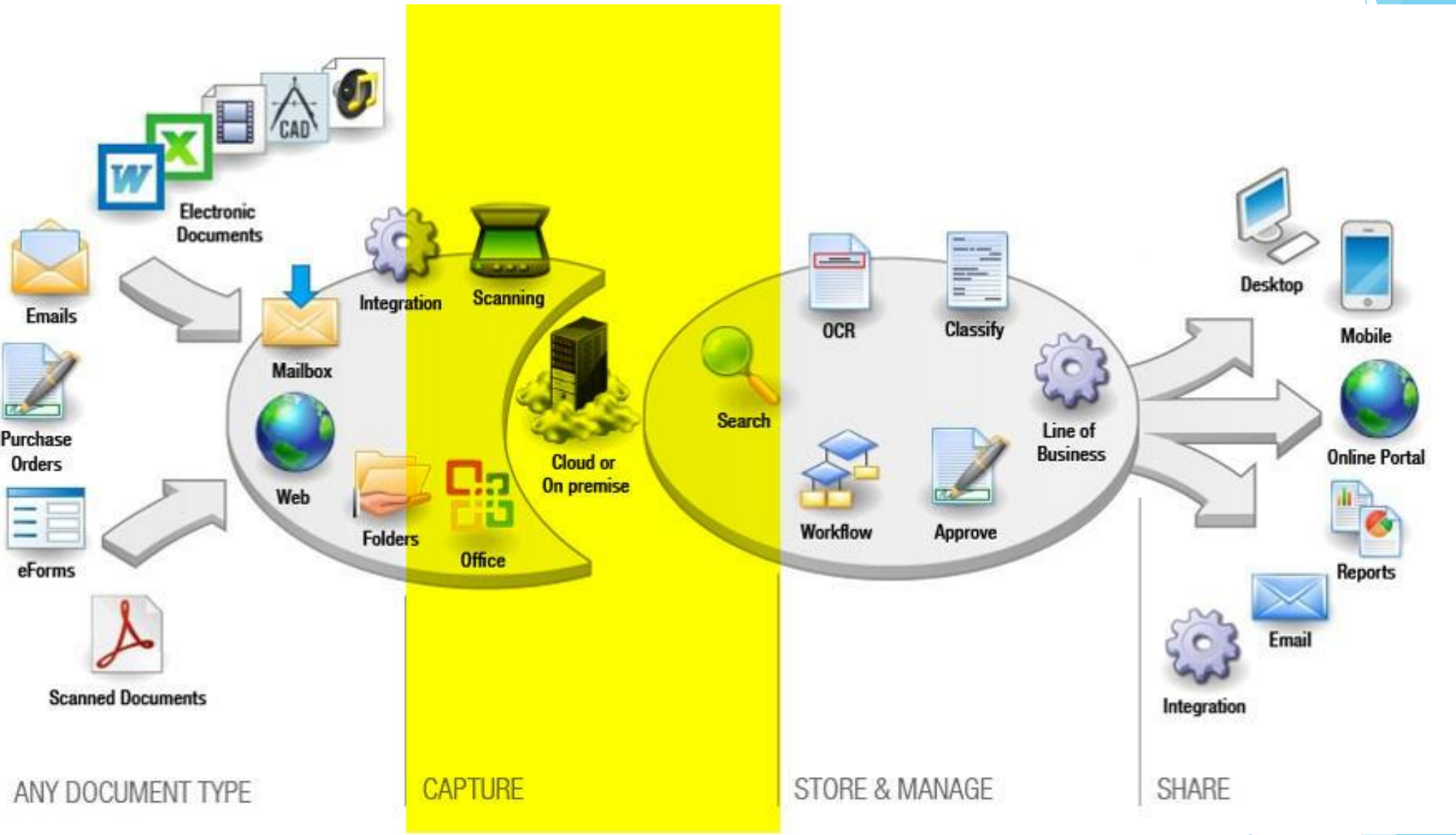
Management of City's electronic records, according to City and State requirements, in an ERMS will:

- ▶ Support transparency and integrity in City's recordkeeping practices
- ▶ Prevent loss or unauthorized deletion of records before expiration of retention period
- ▶ Prevent unauthorized alteration of records through logs and audit trails
- ▶ Support systematic deletion of records with expiration of retention period
- ▶ Ensure duplicates are destroyed in compliance with retention period
- ▶ Provide reliable retrieval of records
- ▶ Support litigation holds and tracking method for releasing holds
- ▶ Provide record of destruction activity through logs

How it works:









ANY DOCUMENT TYPE

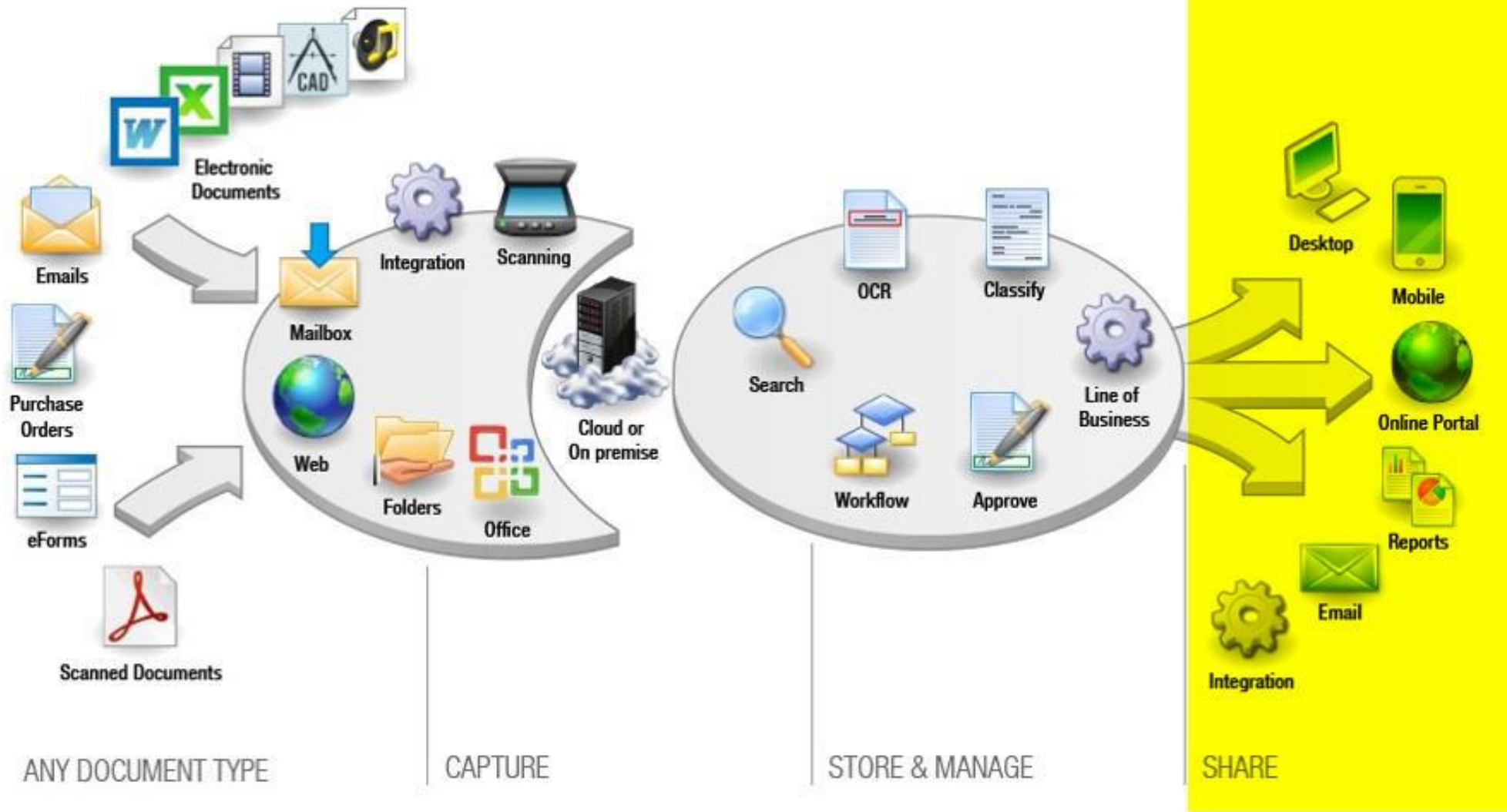
CAPTURE



STORE & MANAGE



SHARE



ERMS Project

Current phase:

- ▶ Identify process to procure ERMS through consultant enterprise assessment
- ▶ Develop policy framework, program structure, and guidance per standards and in compliance with recordkeeping statutes and regulations specifically for electronic records

Next Step: Hire Consultant

The first step in the ERMS project will hire an outside consultant to lead the City in developing requirements documentation, identifying options, estimating costs, developing an implementation strategy and developing an RFP for the purchase of an ERMS. At the completion of this step the City will have the necessary knowledge and information to request funding, process an RFP, and plan for the implementation of an ERMS.

- ▶ Complete needs assessment for all City departments, identifying existing systems
- ▶ Provide a gap analysis identifying deficiencies and remediation
- ▶ Include business and technical system requirements for electronic records management systems and draft RFP
- ▶ Focus on out-of-the-box solutions with a proven track record of use in large government environment and provide critiques of current marketplace
- ▶ Provide overview of solutions compatible with systems existing within city government as well as the existing preservation repository
- ▶ Recommend business, governance and support plans to allow for a successful implementation of system