



# Seattle

## Electronic Records Management System Needs Assessment

Office of the City Clerk – City Records Management Program  
Access Sciences Corporation



# Project Previous Steps

- Secured funding for consultant 2017
- RFP awarded and consultant brought on board January 14, 2018
- Previously updated progress April 17, 2018
- Developed recommendations

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: City Department Interviews				
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				Develop Recommendations		

# Importance of Electronic Records

- Accurate information is essential to meeting City strategies and objectives.
- Open Government priorities continue to increase the amount of City information that requires proper management and accessibility.
- The vast majority of active City records are electronic today and will continue to surge in the future.

# Assessment Approach

- In addition to a review of City policies, practices, and relevant software systems, Access Sciences conducted 72 in-person interview sessions with 292 City employees representing all City departments.
- Findings were benchmarked against electronic records management practices in other government and commercial organizations and the highly-recognized Association of Records Managers and Administrators (ARMA) International Generally Accepted Recordkeeping Principles.®

# Current State Assessment Findings

- The City has made significant investments to ensure effective response to public disclosure requests.
- The City has also instituted practices and provided resources to ensure the privacy of electronic information.
- The City meets its obligations for electronic records; however, the manual effort required has negative impacts and is not sustainable.

# Best Practices in Electronic Records Management

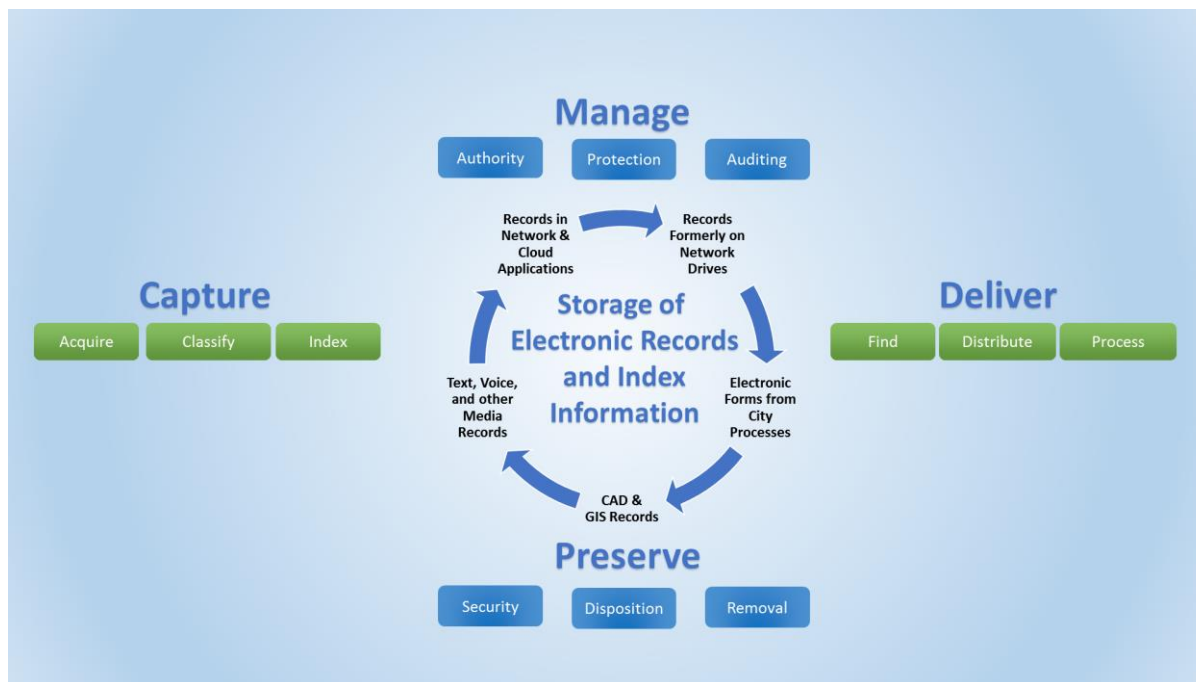
- A concise and consistently applied City-wide directive.
- A well-defined and effective governance program.
- The necessary processes and infrastructure.

# The City's Current State

- Seattle Municipal Code (SMC) 3.122 establishes the authority for governance of records, including:
  - Managing all records regardless of format
  - Setting policy and procedures
  - Ensuring retention and disposition
- The enterprise governance processes required for a more effective electronic records management program have not been fully developed.
- Current efforts are department specific; an enterprise technical infrastructure is essential to efficiently support City-wide electronic records management.

# Management of Electronic Records

*Enterprise Content and Records Management* describes a class of software that is designed to address the full record lifecycle.



Effective management of electronic records *begins* with a governance program that can guide the City through software and process decisions.



# Recommendations

To establish a strong foundation for improving the City's electronic records management, Access Sciences recommends:

1. Establishment of a City-wide Information Governance Team to establish governing policies for electronic records as a collaborative effort between departments and functional units.
2. Under the guidance of the Information Governance Team, the City would conduct a pilot project to reduce risk, support organizational change, and validate the benefits.
3. At the conclusion of the pilot, the Information Governance Team would propose a roadmap for a phased implementation of an electronic records management solution capable of meeting the City's future needs.

# Questions?