

Washington Records and Information Managers (WARIM) Forum

Friday, December 6, 2019

10:00 AM – 12:00 PM

Dept. of Revenue, 6400 Linderson Way SW, Tumwater

Introductions

Introductions were made.

Icebreaker

Icebreaker question was what is your favorite holiday or winter tradition?

Geocaching

Looking at Christmas lights

Hanging up lights/decorations

Snow wheeling in jeep

Handing out presents/watching others open their gifts

Cookie party

Ice skating

Put up family Christmas tree and watch holiday movies

Wrapping presents

Cutting down their tree with family

Make each kid a holiday decoration for their future/adult house

Bake cookies and watch movies

Girls' weekend

Jingle Bell run

Gingerbread houses that turned into village

Visit relatives at their farm and eat homemade egg noodles

Review something significant event that happen during the year and purchase ornament to reflect that event

Decorating tree with grandkids and kids

Prime rib and card games

Wrap presents in plastic wrap and roll the dice game

Website

Russell Wood, Secretary of State (SOS), showed us how to get to our WARIM [site](#).

We want local governments to be able to easily access as well.

Legislation and Policy

RIM bills to watch section – don't always have to be bills that significant but still affect records management.

SOS added a link to send info about bills they might not be aware of.

There is a spot for sharing policies with others. The policy will be saved as Word document so the document can be used by others.

Of course you would need to change the names to protect the innocence.

Records Officers Contact Info

There is a list of Records Officer that contain information about agency /board/commission, name of RO, their email address, and phone number.

The Washington Records and Information Managers (WARIM) Forum serves to unite fellow Records Officers and strengthen records management throughout the state of Washington. Our goals are to ensure continuity, cooperation, and consistency of records management standards, as well as support and champion fellow Records Officers.

This is the RCW 40.14 listing (not the same as the public records officer).

In larger agencies, the Records Officers are separate from the Public Disclosure Officer.

Professional Development

Professional development shows various associations and organizations. Click on name to get link. Contains a few words about the organization (more details will be added at a later date).

SOS does not endorse any associations and organizations.

Suggestion was to add webinars to the training list/links. However, there are issues due to paid membership, such as [NAGARA](#) or [ARMA](#).

WARIM agenda and notes can be posted on site instead of sending attachments.

Subcommittee section will be added so they can post their meeting agenda and notes.

Karla Sullivan was instrumental in getting this site up and running.

For the Good of the Order

[ARMA Puget Sound Auction](#)

Shannon Gill, made a homemade advent calendar for the upcoming ARMA Puget Sound auction.

Meeting dates and locations

We are working hard to make sure our meetings are consistent for format and dates. We are looking towards WAPRO as our role model.

DOT parking is an issue because having to pay for parking. Same with DNR.

Future meetings (*tentative*):

Date	Day	Time	Location
February 18	Tuesday	10am to 12pm	Natural Resources Building room 172 (public meeting room)
April 15, 2020	Wednesday	9 am to 11 am	Natural Resources Building room 175 (near the cafeteria)
June 3, 2020	Wednesday	9 AM to 11 AM	Natural Resources Building room 172 (public meeting room)
July __, 2020	TBD	TBD	TBD
September 8, 2020	Tuesday	10 AM to 12 PM	Natural Resources Building room 172 (public meeting room)
November 10, 2020	Tuesday	10 AM to 12 PM	Natural Resources Building room 172 (public meeting room)

Issues with the dates are –

WAPRO meets the 3rd Thursday of the month from 10:00 AM -12:00 PM.

WARIM meeting is the same time as WAPRO on Feb 20 and April 16.
July 2 may be an issue because of the holiday on the 3rd.

Please note new meeting dates/time/location will be published soon.

Discussions

Records management classification

Clarity around records management positions is needed as well as updated position descriptions and salary review.

Public records officers and Forms and Records Analyst were combined but it would be nice if they were separate.

Line staff are processing public requests and management of records in some agencies.

The size of an agency affects if their Public Records and/or Public Disclosure Officer has a WMS ratings.

Maybe focus more on salary to match the skill set needed for today's role, such as electronic records and IT experience.

Forms and Records Analyst's titles are antique.

Forms brings up the image of paper (however, forms nowadays are automation so that could change).

Bump up the Records Officer position descriptions to WMS rating.

Forms management needs to be pulled out of the records management.

Imaging and capturing also needs to be looked as part of the forms position descriptions.

Working as WMS for an elected official has risk as politics can affect job security.

Archives employees were adjusted to show entry, mid-level, and manager.

Each descriptions shows the level of work required, responsibilities, etc.

Public disclosure and records management should be equal in pay.

Carissa Bourdon (DFW) has started talks with OFM. She will try to have them as a guest speaker and get us started on this project.

A task force will be established to review this situation.

DOT went through a classification review.

We need to address this collectively and discuss how these differences affect our pay, responsibilities, etc.

We don't have a huge turn-over in our field so HR thinks recruitment is not a problem.

If someone has both public disclosure and records management responsibilities, public disclosure becomes the priority and records management does not happen.

Data librarian will fall under IS if we don't speak out now.

Records inventory

How should we inventory our records?

- Basics are needed.

- Paper vs electronic records approach.

- Working with IT to perform inventory.

Could SOS provide a template and instructions that could be tailor to size for agencies?

Does the RCW requirement for annual inventory count paper only or both electronic and paper? Originally, its intent was paper, however, SOS says all agency records, regardless of format/media, should be inventoried.

Bruce Wirth (DOH) would be a great guest speaker on this subject.

Data inventory is becoming a hot topic since it affects personal identifiable information (PII) and classification level.

Driven more by data inventory than statutory authority.

Office 365

Why is Office 365 problematic?

- It works well for collaboration.

- It's not a records management system.

- It takes a lot more work upfront to ensure it can do records management.

Some issues with Office 365 -

- Copies are made and stored in various locations

- Chats in Teams are stored in multipliable locations.

 - It's not a bucket but instead information is stored in layers.

It could make more work for public disclosure when searching records.

Flagging records could freeze the whole account so now you can't get rid of any records.

- Possible solution is not use the legal hold but instead use retention labels.

Every version is held but you don't know where that record is located.
DNR has asked to remove versioning since there is auto save.
DNR did not need Office 365 saving copies as well as versioning.

E-discovery searching features – is not going to match DA.
Office 365 is a wide net for searching.
The volume of data that comes back does not help in narrowing searches.

Microsoft is pushing G5 purchases.
DOT has G3 with a few G5s and with options of G1s.
Some agencies are installing all features at once or implementing few features, like Team, with pilot groups.
Advanced search could be used but it's an add-on.

What do we (Records Officers) need to be successful?
Demo of software.
Training:
Basics
Retention labels and policies
Versioning
Legal holds
Knowledge about features/add-ons.
IT understanding so they can what we are trying to explain to others about Office 365.
WATech and Microsoft as guest speakers.

ARMA Puget Sound had City of Tacoma discuss Office365 at a previous meeting.
They spoke about their emails being both in Outlook and Exchange.
[Harmon.ie](#) is their software that takes those two conversations and merges them into SharePoint.
Internal conversation occur in Teams where external conversations occur in Outlook.

Does Harmon.ie eliminate duplicates?
It's used to combine the records and sit on top on the software.
You could use Teams or Outlook but Harmon.ie works to link both the records to avoid duplication.
Harmon.ie provides only have one place to search.

The [City of Tacoma is coming back to present their Office365 in Feb.](#)

Electronic HR/Payroll/Medical software

DOT uses [ILinx](#) (local company) for their HR records.
Records retention is an add-on.
IT purchased as an ECM but it's not really it's an ECM (software name not given).
DOT never really made any process in getting the two areas to agree what is the definition of an ECM).

Example of issue and resolution with ILink -

Destruction log – who is authorized to sign the destruction? Where is the log kept?

ILinx developers meet with the agency to develop process.

ILinx uses DOT as an example of a successful model for solution.

Upcoming Events

Jan 22 – 23, 2020	<u>Records Mgt Winter Forum</u>	Lynnwood, WA
Feb 12, 2020	<u>ARMA South Puget Chapter</u>	Tacoma, WA
Feb 18, 2020	<u>WARIM Forum</u>	Olympia, WA
Apr 15, 2020	<u>WARIM Forum</u>	Olympia, WA
May 4 – 6, 2020	<u>MER Conference</u>	Chicago, IL
Jun 3, 2020	<u>WARIM Forum</u>	Olympia, WA
Jul 6, 2020	<u>WARIM Forum</u>	Olympia, WA
Jul 7 – 11, 2020	<u>NAGARA Conference</u>	Denver, CO
Sep 8, 2020	<u>WARIM Forum</u>	Olympia, WA
Oct 26 – 28, 2020	<u>ARMA Conference</u>	Detroit, MI
Nov 10, 2020	<u>WARIM Forum</u>	Olympia, WA