



# *Nevada E-Records Forum*

## *Managing the Records Tornado*

**October 15, 2015**

9:00 – 4:00

The *E-Records Forum* brings stakeholders together from various governmental entities to discuss shared interests and concerns about the creation, management, use, and preservation of records in an electronic format.

Early registration: \$60.00 (by 10/2/2015)  
Late registration: \$75.00 (after 10/2/2015)

Location: Carson City  
National Guard- Auditorium, 2460 Fairview Drive  
ID required at entrance

*Audience:* Nevada state agency and local government program managers, records managers, archivists, IT managers and specialists, legal managers and counsel, court clerks, municipal and county clerks, managers of electronic information.

## **Managing the Records Tornado**

### **SCHEDULE**

- 8:30 – 9:00 a.m.      **Registration**
- 9:00 – 9:15 a.m.      **Opening Remarks**
- Daphne De Leon, Administrator, State Library, Archives and Public Records
- 9:15 – 10:30 a.m.      **Transitioning from Paper to Electronic Records: Challenges and Successful Approaches**  
Howard Loos, CRM

Making the transition from paper-based, manual processes to automated, electronic processes can be daunting. Although some organizations have successfully automated key processing areas, many organizations struggle as they take steps toward an electronic records environment. Lack of executive buy in, cost overruns, unexpected technology challenges, insufficient quality control, and low end-user adoption are but a few obstacles that can limit the path to success.

During this session, Howard will share successful approaches, challenges and lessons learned, while assisting organizations in their journey towards achieving an electronic records environment, including an overview of what you need to know about electronic records and electronic records management systems.

10:30 – 10:45 a.m. Break

10:45 – 12:00 p.m. **It Takes a Village: A State Agency's Implementation of an Electronic Document Management System**  
Pari Swift

In 2011, the Ohio Attorney General's Office began the procurement process for a document and records management system that would bring order, collaboration and compliance to the office's vast variety of records and records custodians. This session will touch on the basics of the procurement process while focusing on lessons learned from drafting the RFP, scoring proposals, interviewing vendors, the multi-year design and implementation process, and the interaction between information technology, records management, legal, and the business units. Attendees will learn how these diverse groups worked as a team to accomplish this large project, where the stumbling blocks were, such as a filing and managing records paradigm shift away from unstructured shared drives, and how the system is benefiting the office.

12:00 – 1:00 p.m. LUNCH

1:00 – 2:15 p.m. **Navigating the RIM Challenges of Social Media**  
Howard Loos, CRM

Agenda

- Evolution of WEB and Social Media
- Benefits of Social Media
- Challenges, Risks and Considerations
- Social RIM Policies
- Where to Begin

Over the past decade, organizations have been using social media to promote their products and services to their customer base. Social media technologies are evolving and with this evolution, come new challenges for Records Managers. During this session, we will discuss the benefits of social media and where it is headed. We will also review the risks and challenges records managers and organizations face when confronted with the information created by these social media technologies. We will also review policies and best practices designed to balance the risks and rewards of using social media. Finally, we will discuss a practical approach for getting started down the road to managing social media content.

2:15 – 2:30 p.m. Break

2:30 – 4:00 p.m.

## **Email as a Record and the Legal Implications**

Sarah Bradley

E-Mail as a Record and the Legal Implications of E-Mail as a Record.

Part One:

Is e-mail a record?

Answer: Yes, in most cases. We will discuss several cases wherein e-mail has been recognized as a public record and required to be provided to the requester pursuant to a public records request.

Part Two:

What are the legal implications of e-mail as a record?

Answer: We will discuss several cases and articles that attempt to address the following questions/issues and identify best practices in the use, storage, organization, and retention of e-mail. If e-mail is a record, then it must be stored, organized, and appropriately retained. Storage can be problematic, depending on the user's e-mail system. Sometimes it is archived to individual computers and not stored on a larger server which makes searching e-mails in response to public records requests difficult. It also means that private devices that contain state/local government e-mail may be discoverable and/or may need to be properly stored or retained. Using private devices or private e-mail accounts for public business create problems for storing, organizing, and retaining e-mail. There also may be security concerns. The nature of e-mails also can be problematic given that there is a sender, a receiver, and there may be others copied on the e-mail. Who is the record holder? What should happen with the "duplicate" courtesy copies? E-mails can also be forwarded and replied to by all recipients. What is the record? Is it the final string with all replies or each individual e-mail? Storage of e-mail can be cumbersome. With attachments and multiple replies, it multiplies quickly. How long must e-mail be stored? Should it be different than for other types of communications? What if public e-mail is used for personal purposes, i.e., to order something or send to a friend? Do those e-mails become public?

## SPEAKERS

### **Howard Loos, CRM**

Howard Loos, CRM, has 20 years of experience in the field of Records and Information Management (RIM). During most of those years, Howard worked as a consultant in the Financial, Manufacturing, Oil & Gas and Technology industries as well as Education and Government. His specialties include strategy development, RIM program development, organizational governance, requirements gathering and software implementation. More recently, Howard has lead RIM Program Development teams and SharePoint implementations. Howard attended the University of North Dakota, where he received his bachelor degree, majoring in both Business and Records and Information Management. He later received an MGA from the same university. Howard is currently serving as the University Records and Information Manager at Brigham Young University and the ICRM Mentor Coordinator.

### **Pari Swift**

Pari Swift is the Senior Records Manager at the Ohio Attorney General's Office, where she is responsible for developing a sound records management program and the implementation of a document and records management system. Prior to coming to the Attorney General's Office, she worked at the Ohio Historical Society-State Archives for 9 years, serving as the Local Government Records Archivist and then as the Assistant State Archivist. In those capacities, she provided archives and records management advice and assistance to Ohio's state agencies and local governments and founded the Ohio Country Archivists and Records Managers Association. Pari is chair of the Ohio Electronic Records Committee, an appointed member of the Ohio Historical Records Advisory Board (OHRAB), and Vice-President of the National Association of Government Archives and Records Administrators. She received her BA from Wittenberg University and her Masters of Library and Information Sciences degree from the University of Pittsburgh School of Library and Information Science.

### **Sarah Bradley**

Sarah A. Bradley graduated from the University of Idaho, College of Law in 2006. Immediately after completing law school, she clerked for the Honorable Dan L. Papez and the Honorable Steve L. Dobrescu in the State of Nevada's Seventh Judicial District Court. She has been a Deputy Attorney General with the State of Nevada, Office of the Attorney General since June 2007, practicing primarily in public records and administrative law. Sarah received her undergraduate degree in Business Administration from the University of Washington in 1997 and her Master of Business Administration degree from the University of Colorado with honors in 2000.

## SPONSORS

**Nevada State Library, Archives and Public Records (NSLAPR)**

**State Historic Records Advisory Board (SHRAB)**

**ARMA International Silver State, Sierra Nevada, Reno Chapter**