



Electronic Records Management

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Electronic/Digital Format

- Word Documents, PDF's, TIFF images
- Digital photos
- Video (surveillance, mobile devices, & security cameras)
Audio (tapes, voicemail, etc.)
- Email & text message (correspondence)

Electronic Records are Public Records

- Subject to Open Records Law and public records requests.
- The format does not change the responsibilities of the agency in managing the record.
- Proper retention and security must be maintained.

Electronic Format Choice

Pros

- Convenient access by multiple users at different sites
- Reduces physical space required
- Easy to share
- Reduces costs on printing, mailing, and file rooms
- Traceable

Cons

- Increases costs in server storage, security, and migration
- Subject to malware and cyber attacks
- Liability if sensitive information is shared or stolen
- Failure to migrate data could lead to loss of information

STS Standards

- Strategic Technology Solutions sets the minimum standards for state agencies
- Hardware: server platforms, user devices, and infrastructure
- Software standards: operating systems, applications, security and databases
- File Formats: Emerging, Standard, Twilight, and Obsolete

Important Considerations

- File Naming Standards – Organization of the names of the files as well as where they are stored within your server structure
- Upgrades on hardware and software – critical to maintain operations and access but require significant time and fiscal considerations. The longer the records series must be maintained the greater the increase in cost.
- Indexing standards – How do you name fields so the standards allow searches that will not miss information.

Retention

- Required to be kept in a manner that ensures:
Accessible, Verifiable, and Accurate
- Regardless of format records must be kept for set amount of time.
- Must be destroyed after retention period expires
- Records must be kept in a secure environment

Structure or Unstructured Data

- **Structured Data:** Data that resides in a fixed field within a record or file is called structured data. This includes data contained in relational databases and spreadsheets.
- **Unstructured Data:** Information that does not reside in a traditional row-column database. Examples: e-mail messages, word processing documents, videos, photos, audio files, presentations, webpages, etc.

Organizing Unstructured Data

- Requires effort to store according to it's content and RDA.
- Organize the shared drive to reflect content, retention period and date of destruction.
- The information requested in the RDA assists in making these determinations.
- It requires long term commitment!

Destruction/Deletion

- Destroying digital information is more difficult than it seems.
- Data must be organized in order to know when it may be destroyed. This gets very complicated with large databases, enterprise content management systems (ECM), & share-point servers.
- Information deleted does not immediately disappear, it is slated to be written over.
- Hard drives must be properly destroyed when decommissioned.

Data Privacy

- Agencies are responsible for protecting the data of the citizens.
- Data Classification is key to successfully achieve this goal.
- Data Encryption both “in transit” and “at rest” may be necessary. Refer to STS for standards and options.
- Regulations and Standards include HIPAA, FTI, FERPA, CJIS and more....

Permanent Retention

- Store in an Enterprise Content Management System (ECM). Examples include Filenet, Share Point, Source One, Edison, or an approved case management system.
- Critical to have data migration plans and budget accordingly.
- Option - create microfilm records to store in a vault off-site.

Contact Information

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