Managing Records in a Hybrid Environment

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As the World Spins….

- 1 billion people on the internet,
- 4 billion mobile phone subscribers.
- Devices such as RFID tags, GPS sensors and Smart Phones create data on an unprecedented scale.
- The amount of data needed to be stored doubles every 18 to 36 months!!
- Never have we known so much about so many!
A Staggering Factoid...

- The world generates 15 petabytes of data every day.
- Definition: A petabyte is a unit of information equal to one quadrillion bytes, or 1000 terabytes.
- The unit symbol for a petabyte is PB.
- (A petabyte would fill 20 million 4-drawer file cabinets!!!
Challenges in the Work Place Today

• In most offices, **at least 100 years** of records exist, in a variety of formats and media.

• Based on size of the Office, **a wide array of locations** exist where records and data are stored (on and off site locations)(Clerk operated and vendor operated)

• Seldom if ever, is there **one central source or group** that manages all of data.
More Specifically.....

• Clerk’s Office’s have historically used “silo concepts”, where each major group operated as an independent unit.

• Independent units... managing a diversity of software/products, and sometimes, non-standard equipment ...often, with no real strategic plan in place.

• Some of these systems are still operational. Now, they are very out of date and pose serious issues for conversion to newer platforms.
Into the Hybrid Jungle

• Managing a variety of systems, formats and every index ever created;
• Find balance between storing redundant information and retention of vital business records. (Read... running out of space!!)
• Managing **exponential data growth** while servicing users of non-electronic records.
• Quickly losing the **Memories of our Offices!**
• All while ensuring that **requested information** is accurate and available.
### 3 Phases of Transition Into the Hybrid Jungle

<table>
<thead>
<tr>
<th>No Technology</th>
<th>Technology Introduced</th>
<th>All Electronic Environment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paper Records</td>
<td>Some E-records</td>
<td>Images on Internet</td>
</tr>
<tr>
<td>Film/Fiche</td>
<td>Paper/film/fiche</td>
<td>Backup data</td>
</tr>
</tbody>
</table>
Use A Standard Analysis Method

Review business functions and processes.

Perform work flow analysis with a focus on simplification.

Look for bottlenecks and touch points.

This allows for a simplified re-organization of procedures and process.
Balance is Key

- Electronic systems get the most attention and most dollars for funding.
- “Out of sight – out of mind” thinking prevails.
- Content of paper records is no less important than the content of electronic records.
- This thinking causes the records management function, if wholly paper oriented, to become the organization’s step child.
While Managing the Risk

• Comprehensive electronic systems define everything from:
  
  – Transaction and version control
  – Id’s the person performing each iteration
  – Storage and access restrictions down to the document level.
  – Ability to redact, where necessary
  – Ability to define records eligible for destruction that have met the retention requirements.
Reasons for Concerns

• Technology ≠ Assumed Efficiency
• Managing all film, fiche, paper and electronic systems.
• Multiple versions of records being kept
• How to integrate hard copy docs into your electronic system
• Internet integration with business information
What Does Success Look Like?

1. Records and Information Management Policy is in place which:
   - Articulates the organization’s overall definition of a record across the agency lines
   - Clearly defines the owner department’s responsibilities;
   - Is independent of any given medium or format
   - Provides definitive direction for managing the data without imposing restrictions
   - Is clear about the enforcement of the policy
   - Is inclusive of all Clerk departments.
Success also includes...

• **2. A Retention Schedule for Your Agency** that:
  - Cites all Florida Statutes, Admin Orders and other relevant guidelines or regulations;
  - Defines the record within the local context or nomenclature.
  - Identifies the properties and location of the copy of record;
  - Identifies retentions in terms of time, event and/or status requirements.
  - Clearly defines the “owner department”
  - Is a dynamic document which requires updating information routinely on the Schedule.
3. A Consolidation Plan that Encompasses all Collections from Paper Mountains to Server Farms.....

- With a inclusion of hard copy paper records through electronic legacy systems;
- Addresses purging of data/records regardless of format of the records
- Establishes reasonable criteria for eventual consolidation of systems and media types.
- Acknowledges that this hybrid environment will continue for whatever time is required. (A long, long time!!)
Hard Copy Records

• Choices are few:
  – Allow for **attrition** to occur – which could be a virtual lifetime.
  – **Build or obtain another facility** as the paper docs keep rolling in.
  – Plan for **a digital conversion** of those records.
The Mountain of Paper

• Analysis Before Conversion Decisions
  – Volume of records
  – Location of the records
  – Activity rate of records
  – Retention period for the record series
  – Relative importance of records
  – Sampling of several docs
Not to mention... funding, staffing and equipment
needs.
Constraints of the Times

- Less staff than we have ever had
- Less funding than we have ever had
- More competition for the funds available.
- If using vendors for conversion, consider those who only do business within US.
Step into Consolidation

- Suggest the creation of a Clerk-wide team of people to define the most problematic records.
  - Survey **customers** for issues created by these records
  - **Stakeholders** (owners)
    - Know the issues, the problems and the opportunities
  - **Decision makers** (sr. mgmt)
    - Will provide support, funding and approval
- Suggest increments of records volume or time for the records identified.
- Do a time based projection of volume holdings 4-5 years from now.
- Look at associated costs of consolidation/conversion
- Look at the cost of doing nothing.
- Create a pilot to manage conversion/consolidation of 1-2 problematic records.
- Decide to broaden the scope of the pilot to continue or not, based on the pilot.
Today or 200 years ago???

- “It was the best of times, it was the worst of times,
- it was the age of wisdom, it was the age of foolishness,
- it was the spring of hope, it was the winter of despair,
- we had everything before us, we had nothing before us….”

by Charles Dickens, *A Tale of Two Cities*