



# **Federal Records and Information Management: Ready to Rumble?**

**December 16, 2013**

Underwritten by:



The volume, velocity, and variety of Federal records are skyrocketing, and agencies are developing new systems to meet the record tsunami head on.



Against this backdrop, the **Presidential Directive on Managing Government Records** asks agencies to:

1. Require electronic recordkeeping to ensure transparency, efficiency, and accountability, and;
2. Demonstrate compliance with Federal records management statutes and regulations

So, how are agencies faring? Are they on track to meet the Directive's first deadlines at the end of this year? Do records managers have adequate direction and support to get the job done?

The December 2013 **Federal Records and Information Management Report** provides comparisons against MeriTalk's March 2013 Records Management study to assess progress, examine challenges, and determine the likelihood of meeting the Presidential Directive.



- **Records Pile Up**

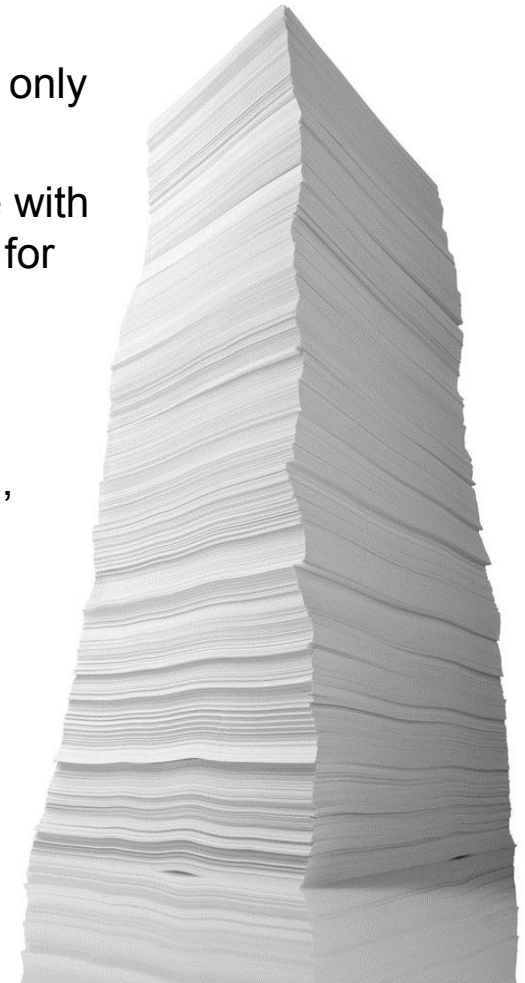
- While agencies are facing an onslaught of Federal records, only **one in five** are completely prepared
- Agencies are managing more records in house but struggle with funding, training, and guidance – pointing to an opportunity for greater industry support

- **Presidential Directive Offers Promise, Challenges**

- **Three out of four** believe the Directive will enable “modern, high-quality records and information management”
- But, nearly half (**46%**) do not believe, or are unsure if, the deadlines are realistic and obtainable

- **What Do Agencies Really Need?**

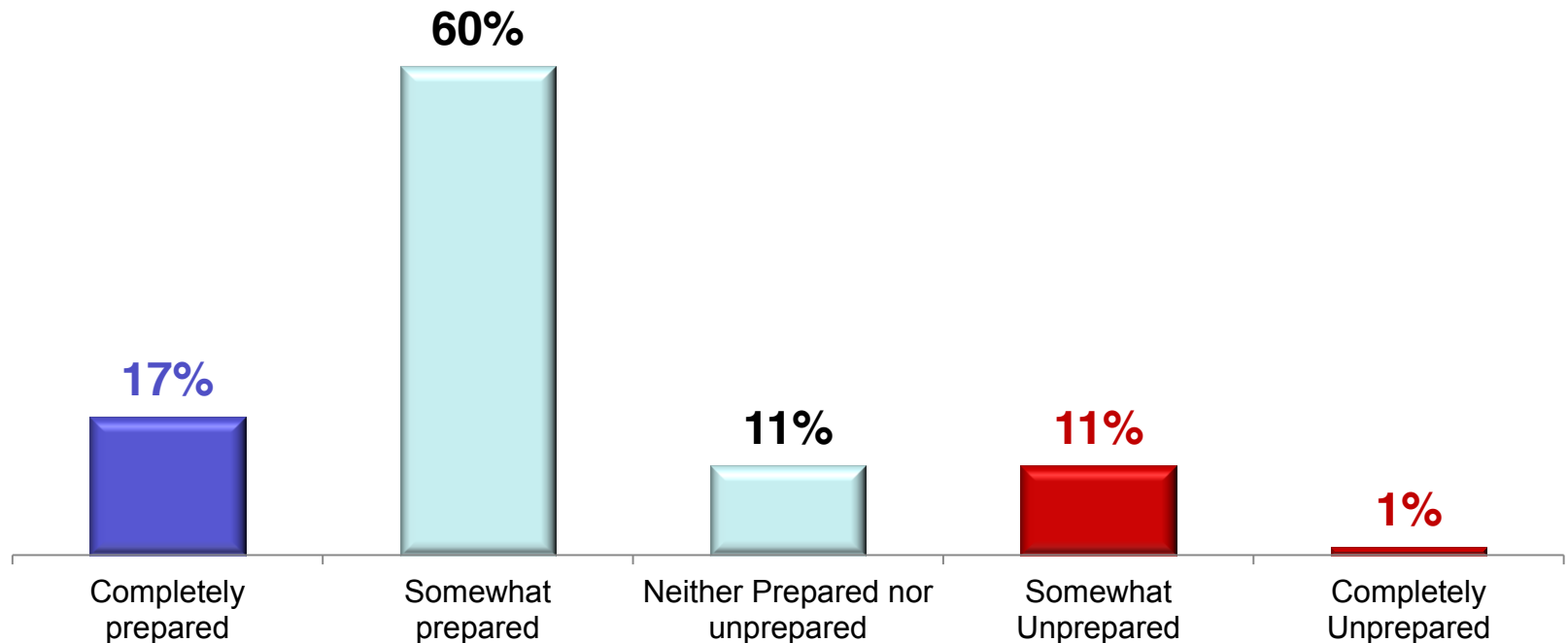
- Better trained personnel (**53%**)
- Dedicated funding (**51%**)
- Greater support from agency leadership (**39%**)
- Access to insight/best practices from the private sector (**20%**)



# Are Agencies Prepared?

- Records management professionals show growing confidence, but **fewer than one in five** say they are completely prepared

How prepared is your agency to handle the growing volume, velocity, and variety of Federal records?

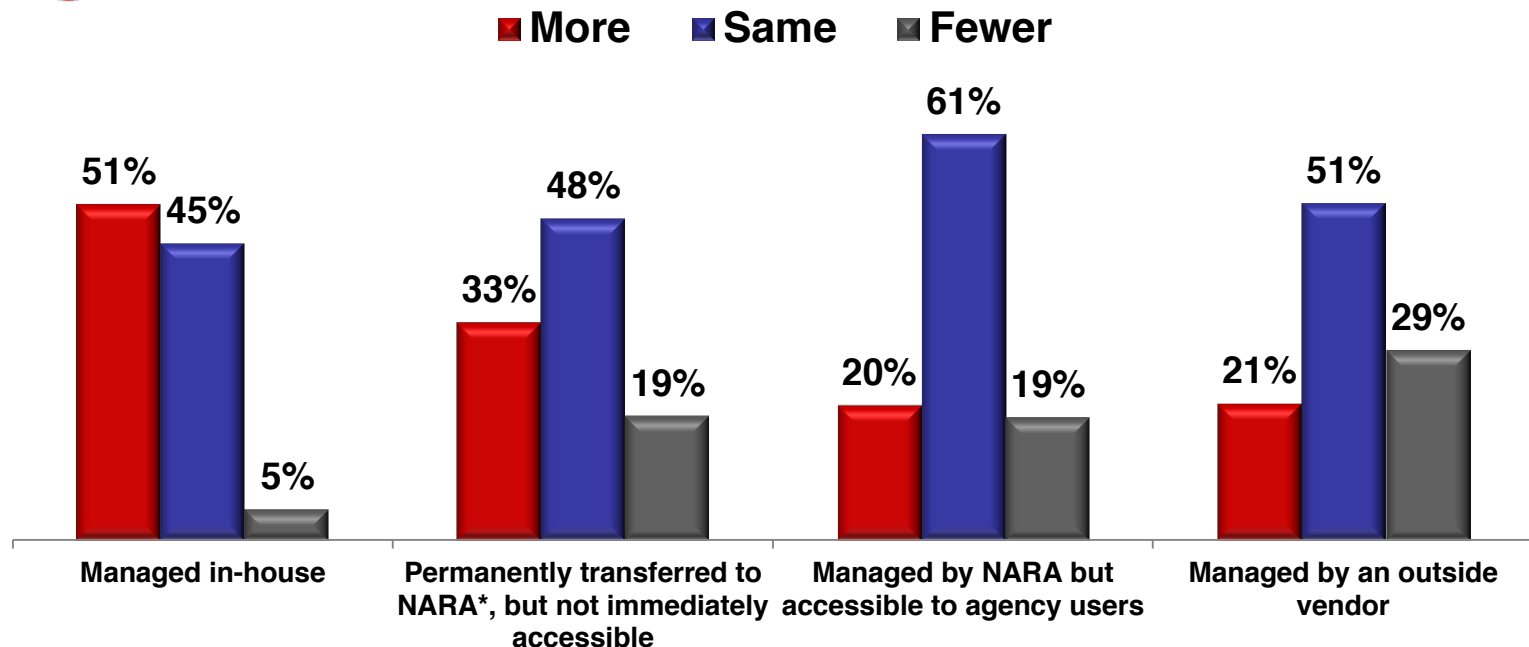


**Take Away:** Opportunity for Improvement

- **More than half** are managing more records in house than they did one year ago. In the March 2013 report, records management professionals estimated they managed **62%** of records in-house.



Compared to one fiscal year ago, is your agency managing more or less of your records and information in the following ways?



**Take Away:** Consider Working with Industry Partners for Relief

# Will the Presidential Directive Help?

- **Three out of four** respondents believe the Presidential Directive will enable “modern, high-quality records and information management”

## How will successful compliance with the Presidential Directive benefit your agency?\*

- + Improve compliance with Federal records management statutes and regulations (**55%**)
- + Improve accessibility in records search (**50%**)
- + Increase the overall efficiency of agency operations (**45%**)
- + Make search, eDiscovery, and Freedom of Information Act response practices easier (**38%**)
- + Increase government transparency (**33%**)
- + Decrease the cost of records and information management (**33%**)



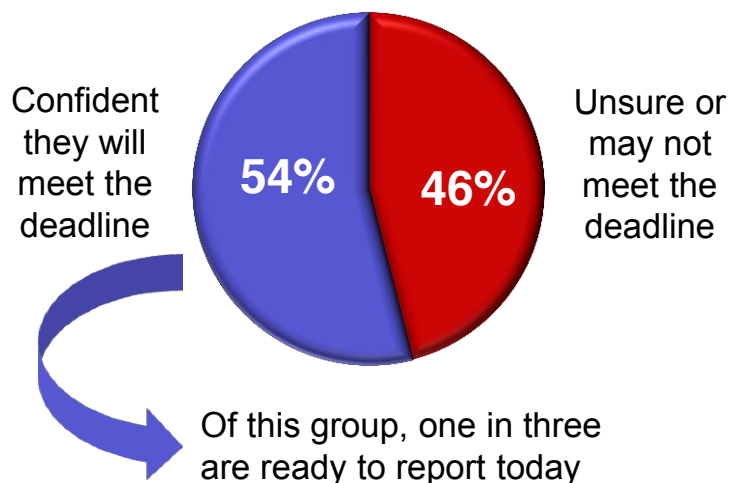
**Take Away:** Directive Will Improve Compliance, Accessibility, and Efficiency 6



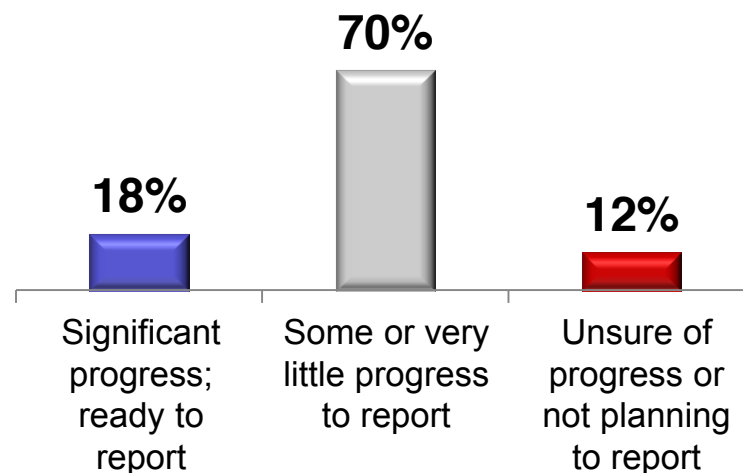
- Despite the advantages of the Presidential Directive, nearly half (**46%**) do not believe, or are unsure if, the deadlines are realistic and obtainable

## *How are agencies tracking against the December 31<sup>st</sup> deadlines?*

**#1** Identify all permanent records in existence for more than 30 years:



**#2** Report on progress toward managing records and email in electronic format:



**Take Away:** Despite Progress, Agencies May Fall Short on 2013 Deadlines

- **92%** of respondents believe their agency must take further steps to meet the Directive deadlines

## The Following Would Provide the Most Help:

Better trained records personnel (53%)



Dedicated funding (51%)



Better guidance on employee training (44%)



More records personnel (41%)



Greater support from agency leadership (39%)



Better guidance on best practices from NARA (30%)



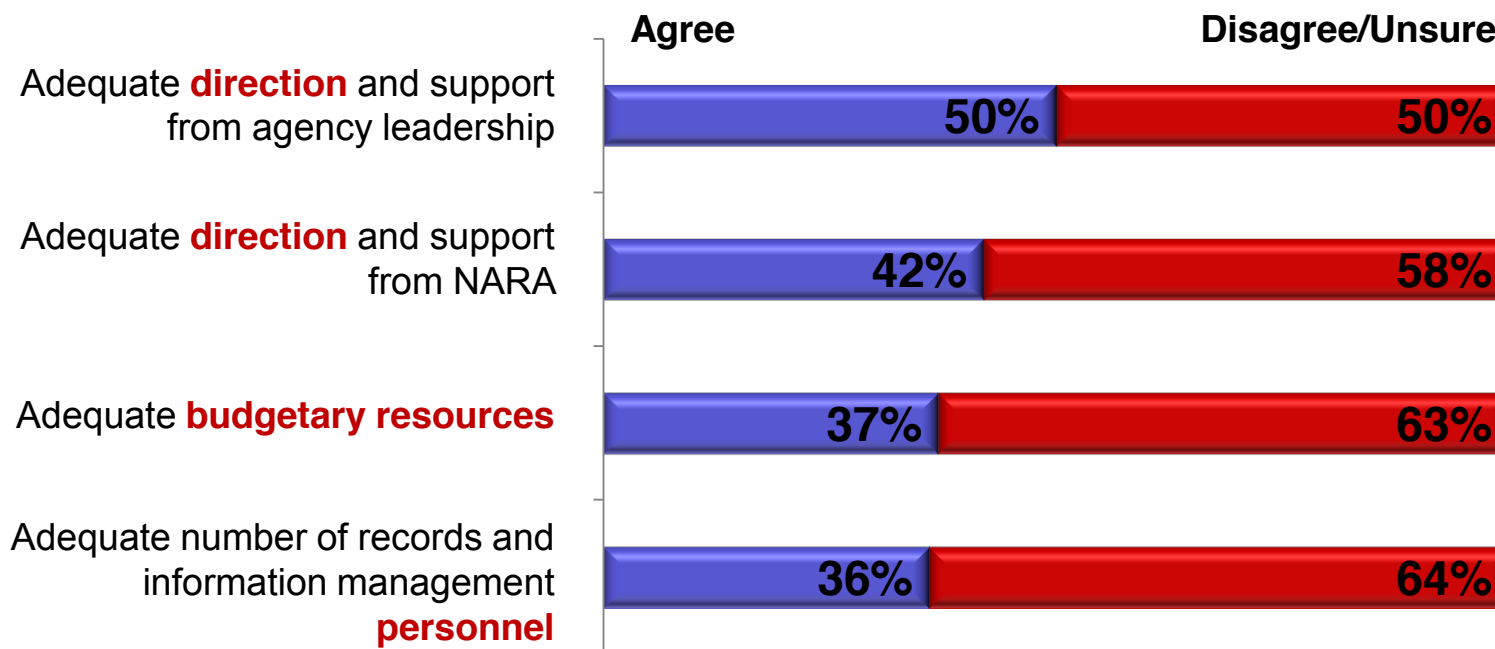
***Take Away:* Agencies Must Identify Cost Savings Opportunities**



# The Case for Greater Support

- Records management professionals lack support, budget, and staff to address the Presidential Directive and other records management goals

## Records management professionals in my agency have:



**Take Away:** Clear Guidance, More Support Needed

## What Agencies Can Do Now:

- Engage agency leadership early to meet deadlines and deliver on agency mission
- Prioritize and phase physical record migrations
- Produce cost savings by digitizing records
- Ramp up training for end users

## How Industry Support Can Help:

- Work with industry partners to identify cost savings opportunities and efficiencies
- Gain access to guidance and roadmap support for proper project management
- Ramp up training for records management personnel



- MeriTalk, on behalf of Iron Mountain, conducted an online survey of 100 Federal government records and information management professionals in October 2013. The report has a margin of error of +/- 9.78% at a 95% confidence level

**100%** of respondents are responsible for their agency's records and information management.

## Agency type:

Federal Civilian	60%
Department of Defense	40%

## Job title:

Program/project manager	27%
Records manager/officer	9%
Records specialist	8%
Administrative assistant	7%
Budget/financial analyst	6%
Information technology manager	4%
Records analyst/administrator	4%
CIO and/or staff	3%
Information management specialist	1%
Other records managers*	31%

# Thank You

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