RACO 2008

Case Studies in Effective Records Management

Tuesday, May 6, 2008
Ronald Reagan Building and
International Trade Center
1300 Pennsylvania Avenue, NW
Washington, DC

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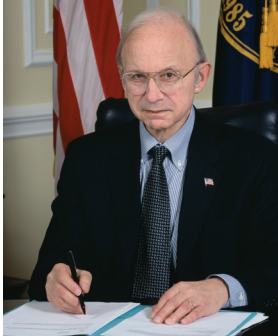**National Archives and Records Administration**
Office of Records Services–Washington, DC

20TH
RACO
NATIONAL ARCHIVES
AND RECORDS ADMINISTRATION

RACO 2008
RECORDS
ADMINISTRATION
CONFERENCE
THE NATIONAL ARCHIVES AND
RECORDS ADMINISTRATION

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Welcome to RACO 2008, the National Archives and Records Administration's (NARA) 20th annual Records Administration Conference. The theme for this year's conference is "Case Studies in Effective Records Management."

   In planning the conference, we solicited comments from those who have attended in the past and from members of the Federal records and information management community. Based on your feedback, today's program focuses on agency case studies that incorporate real-life and practical records management strategies and tools, especially for managing electronic records. The program sessions also emphasize sharing both the positive results and the challenges and lessons encountered during each project. Of special note is the session on transition and the briefing of incoming and departing Federal appointees and executives. During this election year, NARA and all Federal agencies need to ensure that Federal records are managed, and that permanent, classified, and confidential records are protected according to appropriate Federal records regulations and agencies' policies.

We are pleased this year to have so many skilled and knowledgeable agency practitioners to share their experiences. Today's presentations cover a broad range of projects that span headquarters, regional, and program-specific case studies from very large, medium, and small agencies. We hope their successes and challenges will assist you in initiating, planning, and implementing effective records and information management tools, policies, and strategies in your agency.

Happy Anniversary RACO, and thanks for providing 20 years of effective records management policies, guidance, and publications to our ever-growing and changing Federal records and information management community. Your support over the past 20 years has helped RACO become a critical tool in achieving the National Archives' mission to ensure continuing access to the essential documentation of the rights of American citizens and the actions of their government. I congratulate all who have assisted NARA in reaching this important milestone.

Sincerely,

ALLEN WEINSTEIN
Archivist of the United States

7:30–8:30 A.M. **Conference Registration, Check-in, and Continental Breakfast**

8:30–8:45 A.M. **Welcome**

Laurence Brewer, Director, Life Cycle Management Division, NARA

8:45–9:45 A.M. **CASE STUDY: Planning and Developing an Enterprise Content Management System (ECMS)**

Constance Downs, PMP, Team Leader, Enterprise Content Management System, U.S. Environmental Protection Agency

Mike Sutton, ECMS Project Manager

Scott Stirneman, ECMS Stategy Lead

Moderator, Mark Giguere, Lead IT Policy and Planning, ERM Program Co-Manager, NARA

9:45–10:15 A.M. **Break and RACO Exhibitors**

10:15–11:30 A.M. **CASE STUDY: Designing and Implementing a Records Management Application (RMA)**

Susan Sallaway, CRM, Records Officer, Office of the Comptroller of the Currency, Department of the Treasury

Donna Blankenship, Large Bank Supervision
Program Manager, Office of the Comptroller of the
Currency, Department of the Treasury

Mark Kieffer, PMP, Supervisions Delivery Group Su-
pervisory Project Manager, Office of the Comptroller
of the Currency, Department of the Treasury

Jim Veach, Records Specialist, Office of the Comptroller of
the Currency, Department of the Treasury

Moderator, Mark Ferguson, CRM, CBCP, Director
of the Records Management Division, Rocky
Mountain Region, NARA

11:30 A.M.– **Luncheon and Archivist's Achievement**
1 P.M. **Awards Presentations**

Moderator, Wilda D. Logan, Supervisor, Life Cycle
Management Division, NARA

1–2 P.M. **CASE STUDY: Outsourcing RM: Using Contractors Effectively**

Sherry D. Smith, Records Officer, Department of Education

Vickie A. Robey, Records Officer, Centers for Medicare and Medi-
caid Services, Department of Health and Human Services

Susan R. Cummings, Records Management Training
Coordinator (Acting), NARA

Moderator, David Weinberg, Director, Federal Records
Center Program, NARA

2–3 P.M. **CASE STUDY: Transition: Briefing Departing and
Incoming Federal Appointees**

Jeanette Plante, Director, Office of Records Management
Policy, Department of Justice

Bernard Knight, Assistant General Counsel, Department of the Treasury

Moderator, Jason R. Baron, Director of Litigation, NARA

3–3:30 P.M. **Break and RACO Exhibitors**

3:30–   **CASE STUDY: Integrating Records Management into Critical
4:30 P.M.**   **Agency Programs—Enterprise Architecture, Privacy, Declassification**

Bonnie Leggett, PMP, Architecture Integration Specialist,
Chief Information Office, U.S. Forest Service

Patti Stockman, Records and Privacy Act Officer, Office of
the CIO, National Aeronautics and Space Administration

Joseph W. Lambert, Director, Information Management, Central
Intelligence Agency

Moderator, Larry Baume, Supervisor, Life Cycle
Management Division, NARA

4:30–   **Networking Reception**
5:30 P.M.

To assist agency staff in meeting the challenges of modern electronic recordkeeping, NARA offers records management training courses which are available nationwide. The overall goal of these courses is to demonstrate to agencies how an effective records management program supports each agency's mission and business needs.

Certification of Federal Records Management Training

NARA offers an optional certificate program for individuals who successfully complete the Knowledge Area courses below (*):

*Records Management Overview**
*Creating and Maintaining Agency Business Information**
*Records Scheduling**
*Records Schedule Implementation**
*Asset and Risk Management**
*Records Management Program Development**

Specialized Courses

Other courses available nationwide include three half-day courses targeting audiences that are crucial partners in effective records management: program managers, legal counsels, and information technology professionals. In addition, courses are offered during FY 2008 in:

Basic Records Operations
Basic Electronic Records Management
Advanced Electronic Records Management
Vital Records
Records Emergency Planning and Response
Planning for Digital Imaging Success
Emergency Planning and Response for Vital Records and Essential Information

Online Training

"*Records Management for Everyone*" is offered through NARA's learning management system: *http://nara.learn.com/recordsmanagement-training* and is also available as a CD. Designed as an introduction for all employees, it may also run on an agency's own SCORM-compliant learning management system.

For Further Information about the National Training Program

E-mail: *nara.recordsmgttraining@nara.gov*
Web site: *www.archives.gov/records-mgmt/training/*
NARA Learn Center: *http://nara.learn.com/recordsmanagement-training*

Washington, DC, area:
National Training Program Registrar: Annie Mitchum
E-mail: *nara.recordsmgttraining@nara.gov*
For Regional Registrars, please see the web site or Learn Center above.

NARA is responsible for providing records management guidance and services to Federal agencies to assist them in carrying out their mission and in meeting the challenges and changes of modern electronic recordkeeping. These services include:

TRAINING to enable agency staff to manage records in a modern electronic environment and to demonstrate to agencies how an effective records management program supports each agency's mission and business needs.

RACO and regional RACO are professional conferences offered annually in Washington, DC, and this year in Atlanta, GA. These one-day events focus on the latest tools, strategies, and issues in Federal information and records management. RACO Atlanta is being held at the Fox Theatre in downtown Atlanta, Georgia, on September 9, 2008. Registration opens on May 7, 2008.

TARGETED ASSISTANCE, a partnership between NARA and agencies nationwide. Each partnership develops a project with a well-defined purpose, tangible products, definite milestones, and a timeframe for completion.

POLICY AND GUIDANCE issued to assist Federal agencies in managing records in all formats, including electronic records, to ensure that records are kept long enough to protect rights and assure accountability, and that records of archival value are preserved and made available for future generations.

PUBLICATIONS AND POSTERS available to download for free from the NARA web site at *www.archives.gov/publications/records-mgmt.html.* Some items are also available in hardcopy. Use the Publications Order Form in your packet to request copies.

See *www.archives.gov/records-mgmt* for information about these services and other initiatives, including those featured in today's program.

For the latest NARA news, please come see NARA representatives in the exhibit area from the:
- * Electronic Records Archives (ERA)
- * National Records Management Program (NRMP)
- * National Records Management Training Program
- * Space and Security Management Division
- * Federal Records Centers Program

FEDERAL RECORDS CENTERS
of the National Archives and Records Administration

We Know Federal Records

The Federal Records Centers of the National Archives and Records Administration know Federal records better than anyone, because for more than 50 years, Federal records have been our only business. Let us help your agency with custom solutions for any records management challenge, including electronic records storage, classified records storage, door-to-door pickup and delivery, digital imaging, and much more.

Visit the FRC booth in the Exhibit Hall and see the demo of the new ARCIS system in Meridian C.

www.archives.gov/frc

RACO 2008 Exhibitors provide information and services to help you manage your records. Please take this opportunity to visit each booth during the morning check-in, morning break, afternoon break, and post-luncheon periods.

Anacomp, Inc.

ASRC Management Services

Autonomy

CA

Document Automation and Production Service (DAPS)

eMag Solutions

Imagenow by Perceptive Software

Infolinx Systems Solutions

Iron Mountain Government Services, Inc.

JP Morgan Chase

Labat-Anderson, Inc.

Laserfiche

Millican & Associates, Inc.

NARA—Electronic Records Archives (ERA)

NARA—Federal Records Centers Program

NARA—National Records Management Program (NRMP)

NARA—National Records Management Training Program

NARA—Space and Security Management Division

National Institutes of Health/NITAAC

Quality Associates, Inc.

TOWER Software

UNICOR

Zimmerman Associates, Inc.

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