

# Contracting for High-Level Records Management Support Services

DEPARTMENT OF EDUCATION

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# My Lessons Learned



- You cannot outsource leadership.
- You cannot outsource responsibility for developing a strategic vision.
- Outsourcing cannot replace deeply understanding your mission, business processes, the needs of your customers, and the environment in which you operate.
- The ability to define outputs and outcomes and to translate that into a statement of work and performance standards is imperative for success.
- How will you recognize and measure success?

# Contact Information



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