



RM *At-A-Glance*

Subject: What are My Responsibilities for Managing Voicemails that are Records?

<p>What is a record?</p>	<p>Records are all documentary materials, regardless of physical form, that are</p> <ul style="list-style-type: none"> • Created or received by the agency, and • Preserved or appropriate for preservation as evidence of agency organization, functions, policies, decisions, procedures, operations, or other activities of FHFA or because of the informational value of the data in them (44 USC 3301). <p>A record is any information or data, regardless of format or mode of transmission, which you need to preserve in order to explain, justify, or document an action taken or decision made relative to your responsibilities at FHFA.</p> <p>A record supports the mission or business activities of FHFA. You need to keep it as evidence of your actions or decisions because of the value of the information it contains.</p>
<p>How do I know if a voicemail is a record?</p>	<p>A voicemail is a record if it helps explain, justify, or document an action you have taken or a decision you have made relative to your responsibilities at FHFA.</p>
<p>What are my responsibilities if a voicemail is a record?</p>	<p>When a voicemail is a record, it must be managed with the related records, just like a record in any other format.</p> <p>If a voicemail meets the definition of a record</p> <ul style="list-style-type: none"> • Save the e-mail with the .wav file attached in the appropriate electronic subject or project file, and • Rename that e-mail to reflect the content of the voicemail attachment. <p>This will ensure that you capture the date, time of call, and phone number of the caller, as well as the subject of the voicemail.</p> <ul style="list-style-type: none"> • Then, manage the e-mail (with the .wav file attachment), as a record throughout its lifecycle in accordance with the FHFA Comprehensive Records Schedule. <p>If a voicemail is <i>not</i> a record, delete it when it is no longer needed.</p>

Where can I find more information about Records Management?	Contact your office's Records Liaison; contact a member of the Records and Information Management team by telephone or email: Susan Sallaway at 202-649-3674 (susan.sallaway@fhfa.gov), Karen Rogers at 202-649-3673 (karen.rogers@fhfa.gov), and Brigitte Tolbert at 202-649-3675 (brigitte.tolbert@fhfa.gov); or see the Records Management page on the Intranet.
--	--