The OMB/NARA *Managing Government Records Directive* (M-12-18) requires Senior Agency Officials for Records Management (SAORM) to provide an annual report to NARA. This report demonstrates how your organization is achieving the goals of the *Directive* and other important initiatives as identified by NARA.

NARA uses the reports to determine the overall progress of the Federal Government in meeting the goals of the *Directive* transitioning to electronic recordkeeping. Additionally, NARA uses the report for information sharing purposes to provide best practices and model solutions with Federal agencies.

The reporting period begins on January 8, 2018 and reports are due back to NARA no later than March 16, 2018.

NARA plans to post your 2017 SAORM report on the NARA website upon receipt. Please ensure that your agency's report is a publicly releasable version. This action is in the interest of transparency in Government and to promote collaboration and communication among agencies. NARA intends to list any non-responding agencies in a summary report and on the website.

Instructions for Reporting

- This template covers progress through December 31, 2017.
- Please be brief and precise in your answers. Limit answers to each question to no more than 500 words.
- Please complete the questions/items below and send the report to PRMD@nara.gov. Include the words "SAORM annual report - [Agency Name] in the subject line of the email.
- If you are responsible for records management in multiple agencies, components, or bureaus, please determine how you will submit reports to NARA. While NARA prefers a comprehensive report, you may submit separate reports for each component.

Provide the following information (required):

- Name of SAORM

Bob Stafford

- Position title

Acting Chief Administrative Services Officer

- Address

1800 F ST NW Room: 7331D
WASHINGTON DC 20405-0001

- Office telephone number

(202) 527-0095

1. **What agencies, bureaus, components, or offices are covered by this report and your position as SAORM?**

   This report covers the General Services Administration, which includes the Federal Acquisition Service, the Public Building Service, and the Technology Transformation Service.

2. **Is your agency and its components making progress towards managing all permanent electronic records in electronic format by December 31, 2019? (M-12-18, Goal 1.1)**

   X Yes
   ☐ No

   Please explain your response:

   GSA is currently implementing an electronic data management system that will be operational across the agency for storing permanent electronic records by December 31, 2019.

3. **Has your agency developed plans or taken actions to evaluate and implement the digitization of permanent records created in hard copy or other analog formats (e.g., microfiche, microfilm, analog video, analog audio)? (M-12-18 Goal 1.1)**

   X Yes
   ☐ No

   Please explain your response and include any obstacles you are facing in planning or implementing digitization initiatives.

GSA is making solid progress towards being compliant with OMB Memorandum M-12-18 Goal 1.1. In conjunction with GSA's development and rollout of an Electronic Document Management System (EDMS), GSA will be identifying all permanent records so that they can be managed, and later transferred to NARA electronically. This process will also identify any permanent records remaining in analog formats that can be digitized for entry into the EDMS.

4. **OMB M-17-22 required agencies to create reform plans that may result in re-organizations and the elimination of offices and/or functions. Where necessary, has your agency taken steps to ensure that recordkeeping requirements and other records management needs have been or will be accounted for and implemented when making these changes?**

        X Yes
        ☐ N o

Please explain your response:
During 2017 GSA reorganized the Office of Administrative Services Workplace Services Division in order to better support the agency with records management issues nationwide while maintaining a centralized Records Management Office that provides oversight and guidance.

5. **Have you, as the SAORM, taken steps to ensure that your records management program has the strategic direction, support and resources it needs to be successful?** (see: NARA Bulletin 2017-02: Guidance on Senior Agency Officials for Records Management https://www.archives.gov/records-mgmt/bulletins/2017/2017-02-html)

        X Yes
        ☐N o

Please explain your response

GSA has taken four specific steps to better integrate records management with the agency's information resources management:
1) In FY16, GSA combined FOIA and Records Management operations into a single organization to improve access to the agency's information resources.
2) GSA, through the Office of the Chief Information Officer and in coordination with the Office of Administrative Services, is in the process of developing an Electronic Document Management System (EDMS) that will improve agency-wide electronic records management with built-in records management capabilities. This solution will enable GSA to manage all permanent electronic records electronically to the fullest extent possible for eventual transfer and accessioning by NARA in an electronic form."
3) GSA is pursuing the hiring of records management professionals to improve the agency's ability to ensure the proper access, retrieval, and management of records throughout their life cycle

and to ensure the proper and timely disposition of Federal Records. GSA has also converted key records management personnel to the OPM

Series 308 job classification to ensure proper organizational alignment of records management staff and is increasing the records management staff by two Senior Records Officers during FY17. Additionally, GSA's Office of Administrative Services is ensuring that each GSA Regional Office has a liaison directly accountable for records management activities involving the storage, access and disposition of agency records.

4) GSA increased the amount of records management training in FY17 as the number of employees with direct records management responsibility increases. This training is in addition to the annual required training to all agency employees regarding their Federal records management responsibilities.

6. **Have you, as the SAORM, ensured that all incoming and outgoing senior officials* receive briefings on their records management responsibilities including documenting their public service, use of personal email, and other recordkeeping requirements.**

   *Senior officials are the heads of departments and independent agencies; their deputies and assistants; the heads of program offices and staff offices including assistant secretaries, administrators, and commissioners; directors of offices, bureaus, or equivalent; principal regional officials; staff assistants to those aforementioned officials, such as special assistants, confidential assistants, and administrative assistants; and career Federal employees, political appointees, and officers of the Armed Forces serving in equivalent or comparable positions.

   X Yes
   ☐ No

   Please explain your response:

   The GSA Office of General Counsel discusses records management responsibilities with incoming senior officials. GSA has training for exiting senior officials and a form that all employees must complete that addresses records before they separate from the agency, and in FY 2018, GSA is creating more robust training for all incoming senior officials on their records management responsibilities including documenting their public service, use of personal email, and other recordkeeping requirements.

7. **Is the records management program and related requirements included in your agency's Information Resource Management Plan or an equivalent information management plan? (OMB Circular A-130, Managing Information as a Strategic Resource)?**

   X Yes
   ☐ No

   Please explain your response:

GSA's current Information Resources Management Strategic Plan includes records management as a Goal and IT commitment:

Records management. Create and preserve records documenting the organization, functions, policies, decisions, procedures, and transactions of GSA and implement the full lifecycle of information management from creation or acquisition through its final disposition.

8. What policies, guidance or support do you need from NARA to ensure a successful transition to fully electronic recordkeeping? (NARA Strategic Plan. Goal 2.4)

GSA looks to NARA for continued guidance via NARA bulletins to clearly explain, in plain language, requirements and illustrations of what constitutes a "successful transition".