Automating your Records Program
Public Records Act Requests

Standard Tools and Resources

- Records Coordinators
- Outlook Tasks
- SharePoint Site
- Online Records and Data
- Pasted Messages
- Letter Templates
- Cloud Storage/OCR
- Forms/Redaction
- Access to Routine Reports & Records
- Microsoft Content Search

The City of Sacramento received over 4,000 requests last year.
Public Records Act Requests

Specialized Tools and Resources
- Specialized Workflow Software
- Deflection
- Validation
- Reporting Tools
- Dashboards

Looking to the Future
- Full Text Search of Integrated Repositories
- Predictive Analytics/Sampling
- Increase Integration with Regional Resources, GIS, Online Search...
Litigation and eDiscovery

Standard Tools

- Microsoft eDiscovery
- Hold Memos
- Custodians
- Offsite Storage Vendor
- Software
- Database
- Hold by People and Terms
- Manual Sampling
Figure 3
Preparedness to Retain, Find and Produce Various Content Types
Percentage Responding “Well Prepared” or “Very Well Prepared”

<table>
<thead>
<tr>
<th>Content Type</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email up to one month old</td>
<td>80%</td>
</tr>
<tr>
<td>Email up to six months old</td>
<td>70%</td>
</tr>
<tr>
<td>Email older than six months</td>
<td>57%</td>
</tr>
<tr>
<td>Content stored in databases</td>
<td>56%</td>
</tr>
<tr>
<td>Content stored in archive solutions</td>
<td>52%</td>
</tr>
<tr>
<td>Content in employee calendars</td>
<td>50%</td>
</tr>
<tr>
<td>Content stored in Office 365</td>
<td>44%</td>
</tr>
<tr>
<td>Content stored on company-supplied mobile devices</td>
<td>40%</td>
</tr>
<tr>
<td>Files (word processing, spreadsheets, presentations, etc.)</td>
<td>39%</td>
</tr>
<tr>
<td>Content stored by employees in cloud-storage systems</td>
<td>20%</td>
</tr>
<tr>
<td>Content stored on employee-owned mobile devices</td>
<td>20%</td>
</tr>
<tr>
<td>Instant messages</td>
<td>18%</td>
</tr>
<tr>
<td>Content stored in other online applications</td>
<td>17%</td>
</tr>
<tr>
<td>Content stored in online applications like Slack, HipChat, Jive</td>
<td>12%</td>
</tr>
<tr>
<td>Content stored on employees’ home computers</td>
<td>7%</td>
</tr>
<tr>
<td>Facebook posts posted by employees using personal accounts</td>
<td>7%</td>
</tr>
<tr>
<td>Tweets posted by your employees using their personal accounts</td>
<td>7%</td>
</tr>
</tbody>
</table>

Source: Osterman Research, Inc.

Did You Know? That proper Records Management can reduce your Organizations legal costs by 25%.

Did You Know? Content from an Alexa enabled Amazon Echo device has been sought in a 2015 murder investigation.
Litigation and eDiscovery

Specialized Tools
- Archiving Software
- Advanced eDiscovery
- (TAR, CAR, Predictive Analytics)
- Full Text Capability
- Content Management Systems
- (Global vs Singularity)
- Integration with Disposition Process

Looking to the Future
- Global Application with Full Text Search
- Full Integration with Disposition Process
Disposition & Transfer

Standard Tools

- Authorization Forms
- Inventory Forms
- Labels
- Official Digital Copies
- Archives
- Purge Days/Emails

The Probability of Data being Reused Drops off to 1% after just 15 days.

69% of an Organizations Data has no Business Value.
Disposition & Transfer

Specialized Tools
• Workflow
• Tagging
• Fully Automated Retention

Looking to the Future
• The End of Manual
• Disposition

70%-80% of Data is now Unstructured, How do we Apply Retention Rules?
Other Things to Consider

• Privacy/ Additional Redaction Workload
• Sharing Data with Other Agencies
• IT Resources
• Change Management
Thank You

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