

Re: Technical Info on Senior Official Identification

Date : February 24, 2014, 12:03:41 pm EST

Size : 19.6 KB

Folder : Meredith Scheiber:Archive\[Gmail]\All Mail

From : Susan Sullivan <susan.sullivan@nara.gov>

To : Thian, Tasha M <ThianTM2@state.gov>

Cc : Lisa Clavelli (lisa.clavelli@nara.gov) <lisa.clavelli@nara.gov>, Miller, Michael <MillerM2@state.gov>, Heinrich, Martin <HeinrichM@state.gov>, Kauthen, Blane D <KauthenBD@state.gov>, Michael Skipper <Michael.Skipper@nara.gov>

ZL Id : JPM502KVWZIZFBM3T2JP1WI1JSX3D1TGA

Type : OtherArchive IMAPArchive

Hello Tasha!

See answers below:

I really appreciated your presentation on NARA's Capstone Approach – very impressive. [Thanks!](#)

We have now formed a working group on email and are looking at ways in which to manage senior official's email i.e. the permanent accounts. We may have as many as 700 accounts Department-wide.

I was wondering how NARA manages the 48 senior officials accounts.

[This is an area where agencies need to put our heads together to identify solutions \(may vary from agency to agency\). We use DOI \(FPPS\) for personnel management. Possibly agencies can work with their \(personnel service providers\) to identify and track changes in the status of Senior Officials designated as creating/receiving Permanent Email Records \(e.g., via the SF-52 process\).](#)

[For now, it's difficult to track the comings and goings of Sr. Officials, including those who are "acting". NARA has no central database that identifies the category "Designated Senior Official creating Permanent Email Records". Titles and SES designations don't help.](#)

[While we are looking for ways to automate this, our Electronic Records Management Specialist \(Mike Skipper\) tracks this manually, by checking with the designated Information Management Officers \(IMOs\) who work for these Senior Officials; and keeping an eye on communications that announce changes. For us, this is more do-able \(but not ideal\). Our General Counsel then approves all changes to our list, we update the list and provide it to our integrator who updates ZL UA, so that Permanent content is appropriately captured.](#)

[We hope to implement a policy where the IMOs inform us \(Corporate Records Management\) when their designated Senior Officials are about to change. Even then, a QA check will be needed.](#)

[Our 90 day "Safe Harbor" \(the 90 day delay before recordkeeping capture\) gives us some time to discover changes. Worst case, we can make administrative changes \(re-categorize\) on the back-end.](#)

Are they flagged or how does the system know which ones are permanent?

[Our product \(ZL Unified Archive\) uses crawling technology to capture and declare permanent email. The logic is built](#)

in. For example.

Captured when....

Not spam, draft, or trash;

Date sent/received > 90 calendar days; and

No non-record label.

Is the user a designated senior official? (We enter the list of Sr. Officials in the tool)

Sr. Official? Yes. File as permanent if not labeled as "temporary."

Sr. Official? No. File as temporary if not labeled as "permanent."

How do you keep them current? Manually updated in ZL UA Do you have a tool to manage them? Not yet.

I hope this helps. Yes, you have identified one of the biggest challenges of Capstone. But considering the whole challenge of the former "print and file" policy, this is not so bad.

I will be leaving NARA for a County job in Colorado after March 21. After then, please contact your appraisal archivist along with Mike Skipper (cc'd above). Mike has been involved in NARA's Capstone process from the beginning.

Best,
Susan

NARA staff: Follow my blog on the ICN! <https://icn.nara.gov/blogs/corprecs>

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On Mon, Feb 24, 2014 at 8:13 AM, Thian, Tasha M <ThianTM2@state.gov> wrote:

Susan:

I really appreciated your presentation on NARA's Capstone Approach – very impressive. We have now formed a working group on email and are looking at ways in which to manage senior official's email i.e. the permanent accounts. We may have as many as 700 accounts Department-wide. I was wondering how NARA manages the 48 senior officials accounts. Are they flagged or how does the system know which ones are permanent? How do you keep them current? Do you have a tool to manage them?

Tasha M. Thian, CRM
Agency Records Officer

3/24/2015

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Attachments