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Fwd: State Department OIG Audit of SMART and Email Management

1 message

Paul Wester <paul.wester@nara.gov>

Thu, Mar 12, 2015 at 4:06 AM

To: Julie Reaves <julie.reaves@nara.gov>, Donald Rosen <donald.rosen@nara.gov>, "Brewer, Laurence" <laurence.brewer@nara.gov>, Gary Rauchfuss <gary.rauchfuss@nara.gov>, Margaret Hawkins <margaret.hawkins@nara.gov>, Lisa Haralampus <lisa.haralampus@nara.gov>, "Clavelli, Lisa" <lisa.clavelli@nara.gov>, Cindy Smolovik <cindy.smolovik@nara.gov>

FYI

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----- Forwarded message -----

From: **Paul Wester** <paul.wester@nara.gov>

Date: Thu, Mar 12, 2015 at 3:54 AM

Subject: State Department OIG Audit of SMART and Email Management

To: "Ferriero, David" <david.ferriero@nara.gov>, "Wall, Debra" <debra.wall@nara.gov>, "Bosanko, William" <william.bosanko@nara.gov>, "Stern, GaryM" <garym.stern@nara.gov>, "Hamilton, John" <john.hamilton@nara.gov>, "Trainer, Jay" <jay.trainer@nara.gov>, "Garland, Donna" <donna.garland@nara.gov>

This is the [WaPo article](#) and the following is the OIG report itself:

<http://oig.state.gov/system/files/isp-i-15-15.pdf>

This report is the analysis of the agency-wide issues and outlines the issues with a traditional, user-based approach to performing records management actions on email (SMART).

The report touches on one of the changes State was undertaking to accomplish the M-12-18 goals and that are discussed in the recent State SAO reports; however, the State OIG takes a traditional approach in the recommendations to solving the problem (more staff training and fix SMART), but does not take a broader (more Capstone-like) approach to consider automating more of the process because there is too much decision making on the user.

Coincidentally, our oversight team is conducting an inspection (b) (5)
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