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MAIG, NARA

BRIDG MEETING, OCTOBER 20, 2020

SPEAKER: SO BEFORE WE GET TO THE AGENDA, I HAVE

A FEW QUICK ANNOUNCEMENTS THAT I WANT TO SHARE

WITH ALL OF YOU. FIRST, STAYING ON THE COVID

THEME, THIS MORNING WE POSTED AN UPDATE TO OUR

COVID AND RM FAQ'S THAT WE INITIALLY POSTED IN

APRIL. WE MADE RECENT CHANGES TO IT TO NOTE THAT

WE'RE LOOKING AT THE GRS TO LOOK AT THE RECORDS

THAT ARE NOW BEING CREATED. MINOR CHANGES TO THE

LANGUAGE IN THERE. SO I ENCOURAGE YOU TO TAKE A

LOOK AT IT. IF YOU HAVE ANY QUESTIONS ABOUT THE

DETAILS OF WHAT IS IN THE COMMUNICATION, PLEASE

GET IN TOUCH WITH THE GRS TEAM. SECOND, ALSO

RELATED TO COVID, I WANTED TO GIVE YOU A HEADS UP

ON THE COMMUNICATION THAT WE ARE GOING TO BE

SENDING OUT TOMORROW. WE HAVE BEEN GETTING

QUESTIONS FROM SOME AGENCIES ASKING US TO DO

ON-SITE APPRAISAL WORK. AND AT THIS POINT, WITH

NARA AND MOST AGENCIES IN THE EARLY STAGES OF

RE-OPENING, WE ARE NOT SCHEDULING ANY IN-PERSON

AGENCY VISITS. SO OUR FOCUS RIGHT NOW IS ON

DOING THIS WORK SAFELY, USING THE TOOLS AT OUR

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DISPOSAL TO CONDUCT THE WORK VIRTUALLY. IN

TOMORROW'S COMMUNICATION, YOU WILL FIND FURTHER

DETAILS ON OUR APPROACH AND WE ALSO ARE INCLUDING

SOME TIPS ON HOW YOU CAN PREPARE FOR VIRTUAL

MEETINGS FOR APPRAISAL AND AS WE CONTINUE TO WORK

THROUGH THIS TOGETHER. SO IF YOU HAVE ANY

QUESTIONS ABOUT THAT COMMUNICATION, I ENCOURAGE

YOU TO GET IN TOUCH WITH YOUR APPRAISAL ARCHIVIST

AND WE WILL BE HAPPY TO DISCUSS WHERE WE ARE.

FINALLY, JUST A QUICK UPDATE WITH REPORTING NEWS,

AS I'M SURE YOU ARE AWARE AT THE END OF THE MONTH

WE POSTED OUR RECORDS MANAGEMENT REPORT. I THANK

ALL OF YOU FOR COLLECTING THE DATA AND SENDING IN

YOUR REPORTS IN ON TIME AT REALLY A TIME THAT I

WAS I'M SURE INCONVENIENT FOR ALL OF US. SO

THANK YOU FOR DOING THAT AND GETTING US THE DATA.

AS YOU KNOW, AND I'M SURE'S IT IS THE SAME IN

YOUR AGENCY AS WELL, THE WORK CONTINUES. SO

RIGHT NOW WE'RE ALREADY WORKING ON THE TEMPLATES

AND THE QUESTIONS THAT WE WILL USE FOR THE

REPORTING PERIOD NEXT YEAR. AT THIS POINT, WE

EXPECT THE REPORTING WINDOW TO RUN FROM

JANUARY THROUGH MARCH AND WE WILL TALK A LOT MORE

ABOUT THAT AND THE PLANS FOR REPORTING AT OUR

NEXT BRIDG MEETING IN DECEMBER. SO IF YOU HAVE

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ANY QUESTIONS ON ANY OF THIS, PLEASE SEND THEM IN

AT ANY TIME IN THE CHAT. AND WE WILL DISCUSS IN

THE GENERAL Q AND A AT THE END OF THE MEETING.

SPEAKER: SO LET'S KEEP THINGS MOVING AND TAKE A

LOOK AT THE AGENDA, IF WE COULD FLIP THE SLIDE.

SO WE HAVE A REALLY GOOD PROGRAM AND YOU CAN SEE

FROM THE AGENDA WE HAVE QUITE A BIT TO COVER. SO

WE CAN GO BACK ONE SLIDE. SO I JUST WANT TO DO A

QUICK RUN THROUGH. FIRST WE HAVE GORDON AND JEFF

WHO WILL TALK ABOUT WHAT IS GOING ON WITH THE

FRCP. THEN I WILL BE BACK TO TALK ABOUT TWO

BULLETINS AND THEN TURN IT OVER TO LISA TO TALK

ABOUT TRANSITION, WHICH IS A BIG TOPIC RIGHT NOW.

AND THEN WE WILL CLOSE THE MEETING WITH A

PRESENTATION ON OUR COGNITIVE TECHNOLOGIES WHITE

PAPER WHICH WE POSTED YESTERDAY. SO IT IS VERY

TIMELY. WE WILL HAVE A CHANCE TO GIVE YOU AN

OVERVIEW OF CONTENT OF THAT WHITE PAPER.

HOPEFULLY AFTER THAT WE WILL HAVE TIME FOR

GENERAL Q AND A AND WE CAN HANDLE ANY CHAT

QUESTIONS THAT COME IN. SO WITH THAT, I WILL

TURN IT BACK OVER.

SPEAKER: THANK YOU, LAWRENCE. THIS IS REMINDER

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TO OUR VIEWERS THAT IF YOU ARE NOT ABLE TO ASK

YOUR QUESTION IN AN INDIVIDUAL Q AND A SESSION WE

WILL HAVE A CLOSEOUT Q AND A SESSION WITH ALL OF

THE PRESENTERS FROM TODAY'S PROGRAM. NOW PLEASE

WELCOME GORDON AND JEFFERSON WHO WILL PROVIDE AN

UPDATE ON THE FRCP PROGRAM

SPEAKER: THANK YOU. GOOD MORNING. I'M GORDON,

DIRECTOR OF THE CUSTOMER RELATIONSHIP MANAGEMENT

FOR THE FEDERAL RECORDS CENTER PROGRAM. AND I

HOPE EVERYONE IS DOING WELL AND STAYING SAFE IN

OUR CURRENT ENVIRONMENT. BUT AS WE CONTINUE TO

GRADUALLY AND SAFELY OPEN THE 18 FEDERAL RECORD

CENTERS AROUND THE COUNTRY, YOU ARE ABLE TO GET

SOME REAL TIME INFORMATION IF YOU WERE TO GO TO

FRC.GOV AND YOU CLICK ON OPERATING STATUS, AND IT

ADVISES ALL OF OUR AGENCY CUSTOMERS WHAT PHASE

EACH OF THE RECORDS CENTERS ARE IN. AS OF THIS

MORNING, WE HAVE NINE -- EIGHT, I'M SORRY,

CENTERS IN PHASE 1, 9 IN PHASE 2 AND 1 CENTER IS

CURRENTLY CLOSED DUE TO THE COVID METRICS IN THAT

COUNTY IN ILLINOIS. SO PLEASE KEEP IN MIND THAT

10 TO 20 PERCENT OF OUR STAFF ARE WORKING DURING

LIMITED HOURS IN PHASE ONE. AND 25 TO 50 PERCENT

OF THE STAFF ARE IN THOSE BUILDINGS DURING PHASE

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TWO. SO, ALSO, CUSTOMERS, BEFORE YOU SEND ANY

RECORDS TO ANY OF THOSE CENTERS, PLEASE MAKE SURE

YOU COMMUNICATE WITH THAT RECORD CENTER TO SEE IF

THEY ARE ABLE TO ACCEPT RECORDS AND WHAT AMOUNT

OF RECORDS THEY ARE ABLE TO ACCEPT SAFELY. I

KNOW WE HAVE MANY IN THE RECORDS MANAGEMENT

COMMUNITY ON THE LINE TODAY. BUT FOR OUR FEDERAL

RECORDS OFFICERS, IN A RECENT LETTER FROM OUR

ACTING DIRECTOR OF THE FEDERAL RECORDS CENTER

PROGRAMS, STEPHANIE, YOU RECEIVED A LETTER FROM

HER WITH YOUR INNER AGENCY AGREEMENTS FOR 2021.

AND YOU NOTED IN THAT LETTER IS WHERE WE'RE

ESTABLISHING A NEW RATE STRUCTURE AND BILLING

TIMING TO ENSURE THE FEDERAL RECORDS CENTER

PROGRAM RECOVERS ALL COSTS AS REQUIRED BY LAW.

SO THIS MORNING WITH ME IS JEFF WHO IS THE

FINANCIAL ANALYST FROM THE FEDERAL RECORDS CENTER

PROGRAM WHO WILL SPEAK MORE ABOUT THIS. JEFF.

SPEAKER: THANK YOU, GORDON. GOOD MORNING TO

EVERYBODY ON THE PHONE. AS GORDON MENTIONED IN

LATE SEPTEMBER THE INNER AGENCY AGREEMENTS WERE

DISTRIBUTED TO EACH OF YOU. IT DOES REVEAL AND

DOES INCLUDE NEWS ABOUT THE NEW FEE STRUCTURE FOR

THE RECORDS CENTER PROGRAM. IT IS A MAJOR

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REORGANIZATION OF OUR FEES. AND WE BELIEVE IT

WILL SIMPLIFY AND EXPEDITE THE INNER AGENCY

AGREEMENT PROCESS AS WELL AS BILLING. SO UNDER

THE NEW STRUCTURE, THE FEES FOR MOST STANDARD

SERVICES, INCLUDING TRANSFERS, MOST TYPES OF

DISPOSITIONS, REFERENCE AND RECALLS ARE INCLUDED

AS BASELINE SERVICES WITHIN THE STORAGE FEE.

SAID ANOTHER WAY, THERE WILL NOT BE A SEPARATE

CHARGE FOR REFERENCE, RECALLS, TRANSFERS AND MOST

DISPOSITION. THE FEES THAT WILL REMAIN IN EFFECT

AND BILLED SEPARATELY FROM STORAGE INCLUDE BUT

ARE NOT LIMITED TO TRUCK SERVICE, LABOR RATES,

PERMIT WITHDRAWALS, AND SPECIAL PROJECTS LIKE

SCANNING AND SOME CONSULTING WORK. SO THE FEE

STRUCTURE IS IN EFFECT BEGINNING OCTOBER 1ST.

AND YOU SHOULD HAVE A COPY OF THOSE 2021 RATES

THAT WERE ATTACHED TO YOUR INNER AGENCY

AGREEMENT. WE DO WANT TO POINT OUT AND HIGHLIGHT

THERE IS NOT A SEPARATE FEE BEING CHARGED FOR THE

DISPOSAL OF RECORDS. AND WE HOPE THAT THAT WILL

ENCOURAGE THE TIMELY DISPOSITION OF ELIGIBLE

RECORDS, WHICH WILL ELEVATE THE ENTIRE RECORDS

MANAGEMENT, RECORDS LIFE CYCLE PROCESS. I'VE

GOTTEN A FEW QUESTIONS AND I DID WANT TO COVER

THEM TODAY, SORT OF THE LEGAL FRAMEWORK UNDER

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WHICH WE CAN MAKE THESE CHANGES. AND I WANT TO

DRAW YOUR ATTENTION TO THE ENABLING LEGISLATION

FOR THE RECORDS CENTER PROGRAM FOR THE REVOLVING

FUND. IT WAS INCLUDED IN PUBLIC LAW 106-58 THAT

WAS PASSED SEPTEMBER 29, 1999. THAT LAW ACTUALLY

IS THE OMNIBUS APPROPRIATION. BUT IT INCLUDED A

LITTLE SECTION THAT ESTABLISHED THE FUND AND IT

IS CODIFIED IN 44 USC SECTION 2901. BUT IN

PARAGRAPH, LET ME LOOK IT UP, IN PARAGRAPH C,

THERE IS A SECTION ABOUT USER CHARGES. AND IT

ACTUALLY WAS SORT OF -- ITS FOUNDATIONAL

LEGISLATION FOR US, AND IT WAS REALLY WRITTEN IN

A VERY COHERENT, COGNIZANT WAY IN TERMS OF HOW WE

WOULD COME TO DELIVER THINGS IN A REIMBURSABLE

BASIS TO EACH OF YOU. SO THE LEGISLATION

INDICATES THAT WE AS A PROGRAM AND THE REVOLVING

FUND SHALL BE CREDITED WITH USER CHARGES FROM

OTHER FEDERAL ACCOUNTS TO COVER OUR COSTS. THE

PAYMENTS CAN BE MADE IN ADVANCE OR BY WAY OF

REIMBURSEMENT. AND THE RATES CHARGE WILL RETURN

THE FULL EXPENSE OF THE OPERATION. THAT IS A KEY

SENTENCE RIGHT THERE. THERE IS A LAW OUT THERE

ON THE BOOKS THAT REQUIRE US TO CHARGE RATES TO

COVER THE FULL EXPENSES OF OUR PROGRAM, THAT

INCLUDES NOT JUST SALARIES AND RENT BUT ALSO

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INCLUDES ACCRUED AND RELIEVED DEPRECIATION,

WORKER'S COMP, IT SYSTEMS AND SOFTWARE. SO TRULY

WE ARE REQUIRED BY LAW TO RECOVER ALL OF OUR

COSTS THROUGH OUR FEES. WHICH IS NO SMALL FEAT.

I DO BELIEVE THAT AS WE COMBINE OUR FEDERAL

FUNDING INTO A SINGLE CONSOLIDATED PROGRAM IT

DELIVERS VALUE FOR ALL OF THE ENTIRE GOVERNMENT

BECAUSE WE'RE ABLE TO FOCUS ON OUR MISSION AND

RELIEVE THE RESPONSIBILITY OF SERVICING YOUR OWN

RECORDS. ANOTHER KEY COMPONENT OF THIS

LEGISLATION IS IN SECTION D IN PARAGRAPH ONE

UNDER SECTION D. IT DOES REQUIRE THAT -- IT

ALLOWS THE RECORD CENTER PROGRAM TO RETAIN UP TO

FOUR PERCENT OF OUR REVENUE IN EXCESS OF EXPENSES

AS AN OPERATING RESERVE OR TO REPLACE OR ACQUIRE

CAPITAL EQUIPMENT. QUICKLY, YOU MAY THINK THAT

SOUNDS LIKE PROFIT. WE'RE NOT ACTUALLY ALLOWED

TO MAKE A PROFIT. ALL WE CAN DO IS SORT OF

CREATE A BUDGET SO THAT WE CAN MAINTAIN OUR

EQUIPMENT AND KEEP OUR SYSTEMS MODERN SO THAT WE

CAN DELIVER HIGH CLASS SERVICES TO YOU. SO THAT

IN ESSENCE MEANS WE ARE AN AT-COST OPERATION,

THERE'S NO PROFIT INVOLVED. SO THOSE TWO SORT OF

PARAGRAPHS WITHIN OUR ENABLING LEGISLATION

REQUIRE US TO BE EXCEPTIONALLY EFFICIENT. WE

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HAVE TO COVER ALL OF OUR COSTS BUT WE CANNOT

CHARGE YOU MORE THAN FOUR PERCENT OVER OUR

OPERATIONAL COSTS. SO, BUT, THE NEW FEE

STRUCTURE -- I SAY ALL OF THIS TO SAY, THE NEW

FEE STRUCTURE IS QUITE CONSISTENT WITH OUR

ENABLING LEGISLATION AND OUR PRACTICE FOR THE

PAST 20, 21 YEARS, HOWEVER LONG IT HAS BEEN, IT

IS OUR 21ST YEAR SO I GUESS WE'RE LEGAL NOW,

HA! HA! SO WE'RE VERY CAREFUL WHEN WE TOOK A

LOOK AT RESTRUCTURING THE RATES TO ENSURE THAT,

AGAIN, THE RATES ONLY COVER OUR COSTS AND DO NOT

-- AND WE DO NOT CHARGE YOU ANY MORE THAN OUR

COSTS. SO THE OTHER CHANGE YOU WILL NOTICE,

WHICH HOPEFULLY IS JUST SORT OF AN ACCOUNTING

CHANGE THAT WON'T SORT OF SHAKE ANYBODY'S WORLD,

IS THAT WE CHANGE THE TIMING OF OUR BILLING CYCLE

SO THAT OUR BILLS WILL BE BILLING IN ADVANCE AS

OPPOSED TO IN ARREARS. THE OCTOBER BILL THAT YOU

RECEIVE -- YOU WILL RECEIVE ONE BILL IN OCTOBER

THAT CLOSES OUT SEPTEMBER. SO THAT IS ALL PRIOR

FISCAL YEAR. BUT BEGINNING IN OCTOBER THE

BILLING IN OCTOBER WILL BE FOR OCTOBER. SO YOU

WILL BE BILLED WITHIN THE MONTH THAT SERVICES ARE

BEING COVERED. AND THAT ADVANCED BILLING, IF

THAT IS WHAT YOU WANT TO CALL IT, IT WILL

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CONTINUE THROUGHOUT THE COURSE OF FY 21. AND

THESE ARE THE TWO MAJOR CHANGES THAT WE'VE

INTRODUCED WITH THIS INNER AGENCY AGREEMENT

CYCLE. AND WITH THAT, I THINK I CAN TURN IT BACK

TO GORDON. AND MAYBE OPEN UP THE FLOOR FOR

QUESTIONS.

SPEAKER: OKAY. DO WE HAVE ANY QUESTIONS COMING

IN?

SPEAKER: YES. WE HAVE AT LEAST TWO QUESTIONS

FROM THE AUDIENCE. THE FIRST QUESTION IS: SINCE

THE NEW RATE STRUCTURE IS RELATED TO THE COVID-19

PANDEMIC, WILL THE RATES GO BACK TO THE OLD

STRUCTURE ONCE THE PANDEMIC IS OVER?

SPEAKER: YEAH, I WOULD LIKE TO TAKE THAT.

SPEAKER: OKAY.

SPEAKER: WE DO ANTICIPATE THAT THIS WILL BE A

PERMANENT CHANGE TO OUR RATE STRUCTURE. THAT IS

OUR INTENTION. IT DOES OFFER A LOT MORE FREEDOM

AND FLEXIBILITY IN TERMS OF NOT ONLY OUR BILLING

PROCESSES BUT ALSO IT REMOVES SORT OF ANY

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FINANCIAL DYNAMIC WHEN IT COMES TO MAKING

DECISIONS ABOUT DISPOSAL OR TRANSFER OR THAT SORT

OF THING. IT ALLOWS RECORDS MANAGERS TO MANAGE

RECORDS WITHOUT SORT OF THE WEIGHT OF FINANCES.

SO WE BELIEVE IT IS GOING TO BE A GOOD THING FOR

EVERYBODY. IT WILL BE AS WE ANTICIPATE A

PERMANENT CHANGE. AND ACTUALLY IN LOOKING BACK

THROUGH OUR HISTORY, IT IS CONSISTENT WITH THE

WAY THE FUNDS STARTED. BACK IN 2000 WE HAD ONLY

ONE RATE, ACTUALLY, AND IT WAS A BOX RATE THAT

INCLUDED EVERYTHING. SO THIS SORT OF TICKLES THE

BACK OF MY BRAIN A LITTLE BIT IN TERMS OF COMING

FULL CIRCLE WITH THE WAY WE STRUCTURE OUR RATES.

SPEAKER: ONE OF THE OTHER THINGS, TOO, WE

BELIEVE THIS WILL ALLOW US TO GET OUR AGREEMENT

INFORMATION OUT TO YOU MUCH EARLIER THAN WE

HISTORICALLY HAVE. SO WE THINK THIS WILL HELP.

SPEAKER: OKAY. THANK YOU, GORDON. THE SECOND

QUESTION IS: IF MOST OF THE BASIC SERVICES ARE

NO LONGER BEING BILLED FOR, WILL WE STILL BE ABLE

TO TRACK THE VOLUME OF REQUESTS?

SPEAKER: YES. THERE IS A PLAN. WHEN THE

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CUSTOMER SEES THEIR INVOICE THEY STILL WILL SEE

THE NUMBER OF REQUESTS AND WIDGETS ON THE

INVOICE. THERE WILL JUST BE A $0 AMOUNT TO THAT.

SO THAT INFORMATION WILL STILL BE CAPTURED.

SPEAKER: OKAY. WE HAVE AN ADDITIONAL QUESTION

THAT HAS COME IN, ASKING FOR CLARIFICATION. DID

I HEAR CORRECTLY THAT NO SEPARATE CHARGES FOR

DESTRUCTION WILL BE CHARGED THIS YEAR, FORMERLY

THE D ONE CHARGE

SPEAKER: THAT IS CORRECT, EFFECTIVE AS OF

OCTOBER 1ST, ALL DESTRUCTION, OCTOBER 1ST MOVING

FORWARD, IS COVERED UNDER THE STORAGE CHARGE NOW.

SO THERE IS NO FEE FOR DESTRUCTION. IT IS

COVERED IN THE STORAGE COSTS.

SPEAKER: THANK YOU, GORDON. I DON'T SEE ANY

FURTHER QUESTIONS FROM THE AUDIENCE. BUT A

REMINDER, IF YOU HAVE ANY, PLEASE DROP THEM IN

DURING THE MEETING AND WE WILL ASK THEM AT THE

GENERAL PORTION AT THE END

SPEAKER: AND I WILL WOULD ALSO ASK IF ANY

CUSTOMERS HAVE ANY PARTICULAR QUESTIONS AROUND

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THAT, ALSO, THEY CAN GET TO THEIR ACCOUNT

MANAGERS OR MYSELF AND WE WILL GLADLY FOLLOW-UP

ON THOSE QUESTIONS AROUND THE AGREEMENT AND THE

RATES. THANK YOU.

SPEAKER: OKAY. THANK YOU. THANK YOU,

EVERYBODY. NOW PLEASE WELCOME LAWRENCE BACK TO

THE PRESENTATION AS HE WILL BE PRESENTING AN

UPDATE ON NARA'S BULLETIN 2020-02 AND 2020-01

SPEAKER: THANKS, KAREN. I ALREADY GOT AN E-MAIL

ON SUGGESTIONS FOR HOW TO DO THANKSGIVING, AND

KAREN I SEE WHERE WE'RE THINKING ALIKE. I SEE

THAT YOU ARE PLANNING ON DOING IT IN THE GARAGE

WITH OUT DOOR SPACE HEATERS. YOU KNOW, WE MAY BE

GOING DOWN THAT PATH AS WELL. IF ANYBODY ELSE

HAS ANY MORE ORIGINAL IDEAS TO GET THROUGH THE

HOLIDAYS SAFELY, SEND THEM IN. AT THIS POINT,

THOUGH, LET'S NOT TALK ABOUT COVID AND HOLIDAYS

AND FOCUS ON TWO BULLETINS THAT WE ISSUED AT THE

END OF SEPTEMBER.

SO WE WERE WORKING VERY HARD TO TRY AND GET BOTH

OF THESE BULLETINS OUT BEFORE THE END OF THE

FISCAL YEAR SO WE COULD START THE NEW YEAR FRESH

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WITH NEW GUIDANCE. SO I'M HAPPY TO TALK TO YOU

ABOUT BOTH OF THESE TODAY. FIRST I WILL TALK

ABOUT IS NARA BULLETIN 2020-02. THE NEXT SLIDE,

PLEASE.

SO YOU CAN SEE A FEW BULLET POINTS ON THE SLIDE.

THIS SHOULD LOOK FAMILIAR TO ALL OF YOU AS IT

SUPERCEDES WHAT WE USED TO CALL THE 15-YEAR

BULLETIN THAT WAS COVERING EARLY TRANSFER. SO

THAT REQUIREMENT STILL STANDS HOWEVER WHAT WE'VE

DONE IN THIS BULLETIN IS NOW INCLUDED PROVISIONS

FOR LATE TRANSFER. SO IT IS ESSENTIALLY WE'VE

GOT THE BOOKENDS IN PLACE, 15 FOR EARLY, 30 YEARS

FOR LATE. AND THE PROVISIONS FOR CLASSIFIED ARE

STILL IN PLACE. SO INSTEAD OF 15 FOR CLASSIFIED

IT WOULD BE 25. AND WE HAVE KEPT THOSE

PROVISIONS AS WELL. ONE OF THE THINGS THAT WE

ALSO HAVE KEPT IN PLACE ARE THE CHECKLISTS FOR

EARLY TRANSFER AND THEN WE'VE ADDED A CHECKLIST

FOR YOU TO FILL OUT FOR A PROPOSED LATE TRANSFER.

SO IT IS A PRETTY STRAIGHTFORWARD BULLETIN. IT

INCLUDES OUR RATIONAL FOR WHY WE ARE PROVIDING

THIS GUIDANCE AROUND BOTH EARLY AND LATE

TRANSFER. AND, AGAIN, THE CHECKLISTS ARE THERE

FOR YOU TO REVIEW THE CASES WHERE YOU THINK AN

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EXCEPTION MAY BE NEEDED AND THEN YOU CAN GET IN

TOUCH WITH US VIA YOUR APPRAISAL ARCHIVIST AND

REVIEW THOSE SPECIFIC SITUATIONS. SO, AGAIN,

FAIRLY STRAIGHTFORWARD. I'M GLAD TO GET THIS

OUT. THIS IS ONE OF THE THINGS THAT WE WANTED TO

MAKE SURE WE COVERED BECAUSE WHILE WE HAD THE

EARLY TRANSFER WE DIDN'T HAVE ANYTHING IN PLACE

FOR LATE TRANSFER. THE NEXT SLIDE, PLEASE.

SO THIS IS ONE THAT I KNOW WE'VE BEEN PROMISING

FOR SOME TIME AND I WANT TO SPEND QUITE A BIT

MORE TIME ON THIS BULLETIN AS WE'VE HAD MANY

QUESTIONS ABOUT IT. SO NEXT SLIDE.

AS YOU CAN SEE, QUESTIONS, QUESTIONS, QUESTIONS.

AND REALLY WHAT THIS GETS TO IS WHEN THE

MEMORANDUM CAME OUT IN 1921 BACK IN JUNE OF 2019

THERE WAS LANGUAGE THAT SAID NARA WOULD PROVIDE

FURTHER GUIDANCE. WE HAVE BEEN WORKING ON IT AND

IT HAS TAKEN TIME TO DO THIS INTERNALLY AND WITH

OMB. ONE OF THE BENEFITS IS THAT IT ALLOWED US

TO HEAR MORE FROM YOU ABOUT WHAT YOUR QUESTIONS

ARE. SO WE WERE ABLE TO FOLD THOSE QUESTIONS

INTO THIS GUIDANCE THAT WE ISSUED LAST MONTH JUST

TO MAKE IT THAT MUCH MORE RESPONSIVE TO THE

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QUESTIONS AND CONCERNS THAT YOU HAVE. SO REALLY

WHAT WE'RE TRYING TO DO, IF WE CAN GO TO THE NEXT

SLIDE, IS COVER A NUMBER OF THINGS IN THE

BULLETIN. WE HAVE SEPARATED IT OUT INTO FOUR

GENERAL CATEGORIES, SOME GENERAL QUESTIONS THAT

WE RECEIVED, SOME CLARIFICATIONS THAT AGENCIES

HAD REQUESTED AND THEN WE FOCUSED QUITE A BIT ON

THE EXCEPTION PROCESS AND NOT ONLY WHAT THE

EXCEPTIONS LIST INCLUDES BUT HOW TO SUBMIT THEM.

AND THEN WE ADDRESSED QUESTIONS THAT WE HAVE BEEN

HEARING AROUND STORAGE FACILITIES AND SCHEDULING

AND TRANSFER. THE NEXT SLIDE.

OKAY. SO I WANT TO START WITH SOME OF THE

GENERAL CATEGORIES THAT ARE COVERED IN THE NEW

GUIDANCE. AS I SAID, WHILE THE CLARIFICATIONS

AND THE GENERAL QUESTIONS ARE IMPORTANT, MUCH OF

WHAT IS IN THE BULLETIN COVERS THE EXCEPTIONS

THAT WERE IDENTIFIED AS SOMETHING THAT WE WOULD

WORK ON WITH THIS GUIDANCE RELATED TO M 19-21.

THERE ARE A LOT OF SPECIFICS IN THE BULLETIN,

WHICH I WILL GET TO IN A SECOND, BUT GOING BACK

TO THE M 1921 MEMO, THERE WERE THREE GENERAL

CATEGORIES WHERE AGENCIES SHOULD FIRST EVALUATE

THE IMPACT OF THE MEMO ON THEIR COMPLIANCE AND

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THESE THREE CATEGORIES ARE HERE, WHETHER OR NOT

COMPLYING WITH THE BULLETIN AND GOING ELECTRONIC

FULLY WOULD IMPOSE A BURDEN ON THE PUBLIC, ON

WHETHER THE COST WOULD EXCEED THE BENEFIT OR IF

THERE WAS A STATUTE, REGULATION THAT WOULD

PROHIBIT THE TRANSITION FROM ANALOG TO FULLY

ELECTRONIC. SO THOSE ARE GENERAL CATEGORIES.

AND THEN WE START THERE AND THEN MOVE ON TO THE

SPECIFICS. SO WE SHOULD BE ON SLIDE 12, OTHER

CONSIDERATIONS. THANK YOU. SO IN ADDITION TO

GENERAL CATEGORIES THAT WERE IN THE MEMO, WE

ADDED TO THE NEW BULLETIN SOME MORE SPECIFIC

CATEGORIES. ONE OF THE THINGS THAT WE FELT WAS

IMPORTANT AND WAS NOT HIGHLIGHTED IN THE MEMO IS

THAT RECORDS WITH POTENTIALLY EXTRINSIC VALUE IS

SOMETHING THAT WE WANTED TO HAVE THE ABILITY TO

DISCUSS WITH AGENCIES. SO WE WOULDN'T WANT, YOU

KNOW, AN AGENCY TO DIGITALIZE AND DISPOSE OF

ANALOG RECORDS WITHOUT GETTING IN TOUCH WITH US.

THERE IS, ALSO, MORE INFORMATION IN THIS BULLETIN

ABOUT CLASSIFIED RECORDS AND OBVIOUSLY WE WILL

NEED TO DEAL WITH SOME OF THOSE ISSUES ON A CASE

BY CASE BUT THERE IS A GENERAL PLACE HOLDER IN

QUESTION THAT JUST CALLS THAT OUT AND HIGHLIGHTS

IT AS AN ISSUE THAT IS SOMETHING THAT WE WILL

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HAVE TO WORK THROUGH IN SOME CASES. AND THEN

FRAGILE RECORDS, WHERE AGENCIES MAY HAVE OLDER

RECORDS OR RECORDS ON FRAGILE MEDIUM THAT WOULD

NOT BE APPROPRIATE FOR SCANNING OR COST

PROHIBITIVE TO SCAN. SO THERE ARE OTHER AREAS

WHERE, YOU KNOW, WE'VE HEARD THE QUESTIONS AND WE

NOTICED THAT WE NEED TO HAVE A CONVERSATION ABOUT

HOW TO MOVE FORWARD IN THOSE CIRCUMSTANCES. THE

NEXT SLIDE, PLEASE.

SO LET'S TALK PROCESS A LITTLE BIT. THERE'S

QUITE A BIT IN THE BULLETIN THAT DOES GET TO WHAT

AGENCIES NEED TO DO AND HOW THEY SHOULD SUBMIT

EXCEPTIONS. ONE OF THE THINGS THAT WE ARE ASKING

AGENCIES TO DO TO THE FULLEST EXTENT POSSIBLE IS

TO DEVELOP A SINGLE COMPREHENSIVE REQUEST. SO WE

KNOW THAT THERE ARE GOING TO BE A NUMBER OF

REQUESTS COMING IN FROM AGENCIES AND WE WANT TO

TRY AND WORK THROUGH THEM AS EXPEDITIOUSLY AS

POSSIBLE AND I THINK IT WILL BE HELPFUL NOT ONLY

FOR US BUT FOR YOU IF AGENCIES TAKE THE TIME TO

SORT OF PULL THEM ALL TOGETHER AND SUBMIT THEM AS

ONE REQUEST. SO IT IS PART OF -- PARTLY A REASON

TO TRY AND KEEP THINGS SORT OF FOCUSED AND MOVING

ALONG, BUT WE ALSO DON'T WANT TO HAVE TO DEAL

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WITH, YOU KNOW, ONE'S AND TWO'S AS WE GO THROUGH

THE NEXT COUPLE OF YEARS. SO WE UNDERSTAND THERE

IS ALWAYS GOING TO BE EXCEPTIONS TO THAT AND

SITUATIONS WILL ARISE THAT YOU MAY NOT

ANTICIPATE, WE UNDERSTAND THAT. BUT TO THE

GREATEST EXTENT POSSIBLE, WE DO WANT AGENCIES TO

DO ONE COMPREHENSIVE REQUEST IF POSSIBLE. SO ONE

OF THE THINGS THAT WE ALSO WANT AGENCIES TO SORT

OF CONNECT IN THESE REQUESTS IS HOW DOES THE

SPECIFIC REQUEST AND THE RECORDS THAT THEY RELATE

TO RELATE TO SORT OF THE STRATEGIC PLAN THAT THE

AGENCY HAS IN PLACE FOR MOVING FULLY ELECTRONIC.

SO WE WANT TO TRY TO CONNECT THE OPERATIONAL TO

STRATEGIC AND HOPEFULLY IT WILL BE BORN OUT IN

THE REASONS THAT AGENCIES NEED TO TELL US ABOUT,

AS THEY SUBMIT THEIR REQUESTS, AND IT SHOULD

COVER THINGS LIKE, AND I WILL GET INTO MORE

DETAIL ABOUT THIS, BUT IT SHOULD COVER HOW LONG

THEY NEED THE EXCEPTION FOR AND ANY PLANS THAT AN

AGENCY WOULD NEED TO COME INTO FULL COMPLIANCE.

SO IN TERMS OF SUBMITTING, WE ARE SAYING IN THE

BULLETIN THAT THE REQUESTS SHOULD BE SIGNED AND

SUBMITTED BY THE AGENCY, SENIOR AGENCY OFFICIAL

RECORDS MANAGEMENT, AND THAT WE'VE SET UP A

DEDICATED E-MAIL BOX WHERE YOU CAN SUBMIT YOUR

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REQUEST TO US. THE NEXT SLIDE. SO IN HOW YOU

ARE THINKING ABOUT SUBMITTING YOUR REQUESTS, I

MEAN, WE ENCOURAGE YOU TO THINK ABOUT HOW YOU

WOULD BUILD A BUSINESS CASE TO SUPPORT THE

EXCEPTIONS THAT YOU NEED. SO WE SAID WE WANTED

IT TO BE COMPREHENSIVE, STRATEGIC, BUT WE WANTED

ALL OF THE FACTORS THAT SORT OF UNDERLINE THE

BUSINESS NEEDS FOR WHY YOU NEED TO HAVE THIS

EXCEPTION SO THAT WE CAN VERY CLEARLY SEE AND

EVALUATE WHY IT IS IMPORTANT FOR YOU TO GET AN

EXCEPTION TO M 1921. SO THERE ARE A LOT OF

ELEMENTS THAT I'M SURE ARE GOING TO GO INTO YOUR

BUSINESS CASE. WE EXPECT YOU TO IDENTIFY ALL OF

THOSE ELEMENTS AND BE ABLE TO CONNECT THEM. AND

SOME OF THOSE THINGS ARE ON THE SLIDE THAT WE

WILL BE LOOKING TO SEE IN ANY REQUESTS THAT YOU

SEND US. DESCRIPTIVE INFORMATION, INCLUDING THE

APPROVED DISPOSITION AUTHORITY FOR THE RECORDS IN

QUESTION, THE VOLUME OF THE RECORDS THAT ARE

AFFECTED, THE COSTS THAT YOU ARE GOING TO INCUR

TO DIGITALIZE OR PROVIDE REFERENCE AND, OF

COURSE, IF THERE ARE LEGAL ISSUES AROUND

OWNERSHIP OR ACCESS, WE WOULD WANT TO KNOW THAT

AS WELL. AND THE LAST ONE IS IMPORTANT, TOO,

TIME ESTIMATES ON HOW LONG AN EXCEPTION WILL BE

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NEEDED. THIS IS WHERE WE GET INTO THE

DISTINCTION BETWEEN AN EXCEPTION AND AN

EXTENSION. WE HAVE HEARD FROM A NUMBER OF

AGENCIES WHERE THEY HAVE A PLAN TO GO FULLY

ELECTRONIC BUT THEY CANNOT GET THERE BY 2022. SO

THEY ARE TELLING US THAT, WELL, WE CAN DO WHAT

THE MEMO REQUIRES BUT WE CAN NOT GET INTO FULL

COMPLIANCE UNTIL 2024, FOR EXAMPLE. SO THAT IS A

SITUATION WHERE WE JUST NEED TO UNDERSTAND AND

KNOW THE CIRCUMSTANCES, THE PLAN, THE PROJECT

PLAN THAT YOU HAVE IN PLACE TO MAKE THIS

TRANSITION. AND THEN REVIEWING THE EXTENSION IS

IN MY VIEW A LITTLE BIT MORE STRAIGHTFORWARD THAN

REVIEWING AN EXTENSION WHERE SOMETHING IS NEEDED

INDEFINITELY. SO IF THAT IS THE CASE FOR A

PARTICULAR RECORD SERIES, PLEASE LET US KNOW,

GIVE US THE PROJECT PLAN, LET US KNOW WHEN YOU

CAN BE IN FULL COMPLIANCE. THE NEXT SLIDE.

SO I DIDN'T WANT TO CLOSE BEFORE TALKING A LITTLE

BIT ABOUT WHAT NARA IS GOING TO DO ONCE WE

RECEIVE YOUR REQUEST FOR AN EXCEPTION OR AN

EXTENSION TO THE REQUIREMENTS IN M 1921. SO

THERE IS A PROCESS INVOLVED. OBVIOUSLY, WE ARE

GOING TO REVIEW IT INTERNALLY. IT IS GOING TO BE

22

THROUGH INTERNAL NARA STAKE HOLDER UNITS FOR

THEIR COMMENT AND FEEDBACK, THE CUSTODIAL UNITS

WHO HAVE A LOT OF INFORMATION AND KNOWLEDGE ABOUT

RECORDS, AND THEN WE ALSO DO NEED TO COORDINATE

EXTERNALLY WITH OMB. WE HAVE NOT DONE THIS

PROCESS BEFORE. SO THERE IS A LOT OF UNKNOWNS IN

TERMS OF HOW THIS WILL PLAY OUT. AS I NOTED, WE

ARE GOING TO WORK THROUGH REQUESTS AS WE RECEIVE

THEM, AS EXPEDITIOUSLY AS WE CAN, BUT AT THIS

POINT WE ARE NOT SETTING A TIME FRAME FOR HOW

LONG IT WILL TAKE TO RESOLVE THE REQUESTS BECAUSE

ALL OF THE REQUESTS ARE GOING TO BE DIFFERENT,

THEY ARE GOING TO HAVE THEIR OWN LEVELS OF

COMPLEXITY, AND WE CANNOT REALLY PREDICT HOW THE

COORDINATION IS GOING TO GO WITH OMB AND HOW

STREAMLINED THE PROCESS WILL WORK. SO THERE ARE

A NUMBER OF FACTORS THAT WE NEED TO FIGURE OUT

AND WORK THROUGH THE PROCESS A COUPLE OF TIMES

AND THEN WE WILL BE ABLE TO PROVIDE MORE INPUT

AND FEEDBACK BACK TO AGENCIES AFTER WE RECEIVE

REQUESTS ON HOW LONG WE EXPECT IT TO TAKE. SO AT

THIS POINT WE ARE LEAVING IT OPEN, KIND OF, AND

WORKING THROUGH IT A BIT, A FEW TIMES, AND SEE

HOW IT GOES AND THEN WE SHOULD HAVE A BETTER

HANDLE ON HOW IT IS GOING TO GO GOING FORWARD.

23

ONE THING THAT I DID WANT TO NOTE IS THE

RECOMMENDATIONS ON WHETHER TO APPROVE OR DENY A

SUBMITTED EXCEPTION. ULTIMATELY, IT COMES DOWN

TO NOT ONLY OMB AND THE FEEDBACK THAT WE PROVIDE

TO OMB, BUT, ALSO, TO THE ARCHIVIST FROM THE

UNITED STATES WHO FROM NARA'S SIDE OF THINGS WILL

BE THE FINAL DECIDER ON THE ULTIMATE DISPOSITION

OF AN AGENCY'S EXCEPTION REQUEST. SO IT IS A

RIGOROUS PROCESS WHERE WE ARE GOING TO BE WORKING

THROUGH THIS, NOT ONLY INTERNALLY WITH OMB BUT

ALSO WITH ALL OF YOU, AND YOU SHOULD EXPECT THAT

WE MAY HAVE QUESTIONS AND WILL WANT TO GET BACK

IN TOUCH WITH YOU TO GET FURTHER INFORMATION AND

DETAILS AS WE REVIEW EACH REQUEST THAT WE

RECEIVE. SO WITH THAT, I WILL PAUSE AND SEE IF

ANYONE HAS QUESTIONS ABOUT EITHER OF THE

BULLETINS.

SPEAKER: THANK YOU, LAWRENCE. WE DO HAVE A

COUPLE OF QUESTIONS THAT HAVE COME IN. THE FIRST

ONE: HAVE THERE BEEN ANY DISCUSSIONS IN REGARDS

TO HAVING THE 2022 DEADLINE BEING EXTENDED?

SPEAKER: SO THERE HAVE NOT BEEN ANY DISCUSSIONS

YET. AND WE DID ADDRESS THIS IN THE NEW

24

BULLETIN. ONE OF THE THINGS THAT WE HAD BEEN

SAYING ALL ALONG, IS THAT RIGHT NOW WE ARE ALL

FOCUSED ON COVID, MAKING SURE EVERYBODY IS SAFE

AND HEALTHY, AND DEVELOPING OUR AGENCY PLANS ON

HOW TO RE-OPEN AND GET PEOPLE BACK IN THE

BUILDINGS. THAT REALLY HAS TAKEN THE TIME AND

REALLY THE BAND WIDTH OF THE SENIOR MANAGERS IN

OUR AGENCY AND YOURS AS WELL. SO WE HAVE NOT

BECAUSE OF THAT AND OUR FOCUS ON THAT ISSUE BEEN

ABLE TO HAVE ANY DISCUSSIONS WITH OMB AT THIS

POINT. I CAN ASSURE YOU THAT WE WILL GET THERE

AND WE WILL HAVE THOSE DISCUSSIONS. BUT AT THIS

POINT WITH THE DEADLINE STILL TWO YEARS AWAY, WE

FEEL LIKE WE HAVE SOME TIME TO SORT THROUGH IT,

GET THROUGH THE PRESSING NEED TO KEEP PEOPLE SAFE

AND RE-OPEN OUR BUILDINGS NOW AND THEN WE CAN

HAVE THOSE DISCUSSIONS. SO I THINK AS YOU GO

FORWARD, YOU SHOULD CONSIDER THAT AS YOU ARE

DEVELOPING YOUR REQUESTS AND ASSUME THAT THE

TARGETS ARE NOT GOING TO BE CHANGED AND THEN WE

CAN WORK WITH YOU ON YOUR REQUESTS. IF THEY DO

GET CHANGED, THEN PERHAPS IF ALL OF YOU ARE

REQUESTING IS A SHORT EXTENSION COULD BE OBE AT

THAT POINT. SO STAY TUNED, WE WILL GET THERE AND

HAVE THOSE DISCUSSIONS, WE'RE JUST NOT THERE

25

RIGHT NOW

SPEAKER: THANK YOU. THE OTHER QUESTION

DOVETAILS OFF YOUR RESPONSE THERE. SHOULDN'T

COVID-19, THE PANDEMIC, BE AN EXCEPTION?

SPEAKER: SO THE MEMO IS ABOUT GOING FULLY

ELECTRONIC. AND THAT GOAL, THAT TARGET HAS NOT

CHANGED. WE STILL IN SPITE OF THE PANDEMIC NEED

TO CONTINUE TO THE BEST ABILITY THAT WE HAVE TO

WORK ON MOVING FULLY ELECTRONIC. YEAH, SURE,

COVID WILL AFFECT THAT AND IT MAY IMPACT IN

CERTAIN CIRCUMSTANCES OUR ABILITY TO DIGITALIZE

RECORDS OR DO THE WORK THAT WE NEED TO DO. IN

THOSE CASES, THAT MAY BE TRUE, THAT COVID MAY BE

A REASON WHY AN AGENCY NEEDS AN EXTENSION. SO I

THINK THAT IS WHERE I THINK AGENCIES NEED TO

EVALUATE THE DIFFERENCE BETWEEN AN EXCEPTION AND

AN EXTENSION, AND I THINK IN THOSE CASES I COULD

CERTAINLY SEE THAT AS BEING A REASON FOR NEEDING

MORE TIME TO GET THE WORK DONE. BUT, STILL, IN

ORDER TO REQUEST AN EXTENSION, BECAUSE WE NEED TO

GET THROUGH COVID, WE STILL NEED TO UNDERSTAND

THE PLAN, THE SERIES OF RECORDS THAT WILL BE

AFFECTED BY THIS EXTENSION, AND THE DETAILS

26

UNDERLYING IT. SO I THINK THAT IS PROBABLY THE

BEST WAY TO APPROACH IT. I THINK IF YOU ARE

LOOKING FOR AN EXCEPTION IT IS REALLY IMMATERIAL

FROM COVID, IF IT IS THE KIND OF, YOU KNOW,

GENERAL EXCEPTION THAT WE DISCUSSED EARLIER,

COVID WILL NOT HAVE THAT KIND OF IMPACT. FOR AN

EXTENSION, IT MAY BE SOMETHING THAT YOU NEED TO

TALK TO US ABOUT FIRST AND THEN WE CAN WORK

TOGETHER ON WHAT YOU WOULD NEED TO SUBMIT TO US

FOR REVIEW.

SPEAKER: ANY OTHER QUESTIONS?

SPEAKER: I DON'T SEE ANY COMING IN AT THIS

MOMENT. AS A REMINDER TO THE PARTICIPANTS, YOU

CAN SUBMIT QUESTIONS ON THE CHAT OR E-MAIL THEM

TO US

SPEAKER: I WILL SAY YOU CAN CERTAINLY SEND IN A

CHAT AND IF WE -- THERE IS TIME AT THE END OF THE

MEETING WE CAN TAKE UP YOUR QUESTION THEN. OR

SEND AN E-MAIL TO RM COMMUNICATIONS, AS YOU SEE

ON THE SLIDE, AND WE WILL BE SURE TO GET AN

ANSWER BACK TO YOU. WITH THAT, I WILL TURN IT

BACK TO YOU

27

SPEAKER: THANK YOU. NOW PLEASE WELCOME LISA,

THE DIRECTOR OF RECORDS MANAGEMENT AND POLICY

OUTREACH WHO WILL PRESENT ON TRANSITION AND

FEDERAL RECORDS MANAGEMENT

SPEAKER: HI. THANK YOU VERY MUCH. WELCOME

EVERYBODY TO THIS, MY PORTION OF TODAY'S BRIDG

MEETING. I WOULD LIKE TO TALK A LITTLE BIT ABOUT

TRANSITION AND FEDERAL RECORDS MANAGEMENT. SO IF

WE CAN GO TO THE NEXT SLIDE, WE WILL START AT THE

BEGINNING.

SO I ALWAYS -- I KNOW THAT THERE ARE MANY MEMBERS

OF OUR FEDERAL RECORDS MANAGEMENT COMMUNITY THAT

HAVE BEEN THROUGH TRANSITIONS BEFORE AND THEY

SORT OF KNOW THE ROPES. BUT I THOUGHT THAT FOR

THOSE OF YOU WHO ARE NEW, WHO MAY BE NEW TO

FEDERAL SERVICE AND NEW TO FEDERAL RECORDS

MANAGEMENT, WE CAN START AT THE BEGINNING AND

COVER A FEW BASIC THINGS.

SO BEAR WITH ME IF THIS IS A REPETITION FOR YOU.

FIRST I WANT TO TALK ABOUT WHAT IS A PRESIDENTIAL

TRANSITION. IT IS WORDS THAT MAY HAVE BEEN

28

THROWN AROUND QUITE FREQUENTLY OR YOU HEAR THEM

IN THE NEWS BUT I WOULD LIKE TO POINT OUT AND

TALK ABOUT WHAT IT IS SPECIFICALLY. IT IS THE

PROCESS FOR PLANNING FOR A NEW PRESIDENTIAL TERM.

YOU WILL ALSO HEAR ME USE THE WORDS PRESIDENTIAL

TRANSITION OR ADMINISTRATION TRANSITION, THE

ADMINISTRATION AND PRESIDENT SYNONYMS. WE'RE

LOOKING FOR A NEW PRESIDENT TO ENTER THE OFFICE

OR TO START A SECOND TERM, IS WHAT WE'RE TALKING

ABOUT, IT DOESN'T MATTER WHO WINS THE ELECTION,

BECAUSE FROM OUR PERSPECTIVE THERE IS ALWAYS A

TRANSITION. EVERY FOUR YEARS THERE IS A

TRANSITION AND IT IS SOMETHING THAT WE NEED TO

PLAN AND PREPARE FOR. I'VE ALSO PUT ON THE SLIDE

FOR THOSE OF YOU WHO WANT TO LOOK AT A LITTLE BIT

MORE INFORMATION, I'M CALLING IT MY LEGAL

FOOTNOTES ON THE BOTTOM. THERE ARE LAWS THAT

GOVERN HOW A TRANSITION WORKS. IT IS NOT

SOMETHING WE MAKE UP. THERE IS A PROCESS, THERE

ARE STEPS IN PLACE, AND I THINK THAT I WOULD SAY

FROM MY 30 YEARS OF EXPERIENCE THAT I HAVE

WATCHED EACH TRANSITION GET A LITTLE BETTER AND

THE REASONABLE, GOOD, REASONABLE AND EFFICIENT

GOVERNMENT PART OF THIS PROCESS IS LOOKING AT

WAYS TO DO TRANSITION A LITTLE BIT BETTER AND

29

THAT IS WHY YOU CAN SEE THE LAWS HAVE BEEN

UPDATED FROM 2000 TO 2010, 2015 AND EVEN 2019.

ONE OF THE CHANGES THAT HAPPENED IN THE PAST TEN

YEARS IS THAT TO SUPPORT TRANSITION THERE IS A

BYLAW, A CENTER FOR PRESIDENTIAL TRANSITION THAT

IS RUN BY THE PARTNERSHIP FOR PUBLIC SERVICE OR

PPS. AND FOR THOSE OF YOU IN THE FEDERAL SPACE,

PPS MIGHT BE RINGING A BELL. THAT IS THE SAME

ORGANIZATION THAT RUNS THE EMPLOYEE VIEWPOINT

SURVEY, AND THE BEST PLACES TO WORK IN

GOVERNMENT. THEY ARE A NONPARTISAN, NONPROFIT

ORGANIZATION. AND WHAT THEIR ROLE IS IN

TRANSITION IS CREATING A CENTER FOR PRESIDENTIAL

TRANSITION AND PULLING TOGETHER ALL SORTS OF

SOURCES OF INFORMATION AND RESOURCES AND BEING A

PLACE THAT CAN COMMUNICATE AND FOCUS ON

TRANSITION WITHOUT HAVING EITHER OF THE PARTIES

OR ADMINISTRATIONS HAVING TO FOCUS ON THAT FROM

THE PERSPECTIVE OF THEY ARE RUNNING CAMPAIGNS.

YOU DON'T WANT TO RUN FOR A CAMPAIGN AND PERHAPS

FOCUS ON THE ADMINISTRATIVE PARTS OF A

PRESIDENTIAL TRANSITION. I WILL ALSO HIGHLIGHT,

AS I SAID, WE'RE STARTING AT THE BEGINNING, SO IF

ANYBODY IS NEW TO TRANSITION AND THEY WANTED TO

30

LEARN MORE ABOUT WHAT TRANSITIONS ARE LIKE, I

RECOMMEND GOING TO THEIR WEBSITE. THEY HAVE A

WEALTH OF RESOURCES THERE. AND, IN FACT, ON THE

NEXT SLIDE, SLIDE 19, I'VE PUT A SCREENSHOT UP OF

THEIR WEBSITE. AS YOU CAN SEE, THEY ARE FOCUSED

ON INFORMATION AND RESOURCES FOR CAMPAIGN TEAMS,

FOR TRANSITION TEAMS, FOR CONGRESS AND THE MEDIA.

AND I WOULD SAY IF YOU ARE NEW THIS IS A GOOD

RESOURCE TO USE TO LEARN. ONE OF MY FAVORITES IS

NOT ONLY DO THEY HAVE A BLOG BUT A POD CAST AND

I'VE BEEN LISTENING TO THE POD CAST AND IN

GENERAL THINKING ABOUT HOW TRANSITION WORKS. SO

THAT IS A RESOURCE FOR YOU. ON THE NEXT SLIDE, I

WOULD LIKE TO POINT OUT, EACH AGENCY MUST

DESIGNATE A SENIOR CAN CAREER OFFICIAL IN CHARGES

OF TRANSITION PLANNING, BRIEFING AND SUCCESSION

PLANNING. ON SEPTEMBER 4TH, OMB ISSUED A MEMO,

WHICH WE ALL LOVE OUR MEMOS, THIS IS M 2033 AND

IT DIRECTS AGENCIES TO DESIGNATE THOSE CAREER

OFFICIALS, AS THE LAW REQUIRES. IT SAYS EVERY

AGENCY MUST HAVE THIS DESIGNATION, THIS PERSON IN

PLACE, AND THAT INCLUDES EVERY COMPONENT AGENT

AND EVEN MAJOR SUBCOMPONENTS, THAT THEY ALL NEED

TO HAVE THEIR TRANSITION OFFICIALS BY NOW. THERE

ALSO ARE TWO COUNCILS THAT ARE FORMED BY LAW, AND

31

SUPPORTED BY THE CENTER, ONE IS THE WHITE HOUSE

TRANSITION COORDINATING COUNCIL AND THE OTHER IS

THE AGENCY TRANSITION DIRECTORS COUNCIL. AS I

SAID, IF YOU ARE INTERESTED IN THESE COUNCILS OR

IN MORE, THERE ARE RESOURCES FOR YOU TO GO AND

LOOK. BUT WHAT I WANTED TO POINT OUT FROM THIS

PERSPECTIVE FOR THE FEDERAL COMMUNITY, THERE ARE

GROUPS AND PEOPLE WHO HAVE BEEN WORKING ON

TRANSITION, ACTIVELY LOOKING AT SUCCESSION PLANS

AND BRIEFING BOOKS AND THINKING ABOUT HOW TO DO

TRANSITION. AND AS PART OF THEIR ROLES THAT THEY

HAVE IS ABOUT RECORDS MANAGEMENT. HOW DO I KNOW

THAT THEY HAVE BEEN THINKING ABOUT RECORDS

MANAGEMENT? IF WE COULD GO TO THE NEXT SLIDE,

PLEASE, AND I WILL ANSWER THAT QUESTION IN A

MINUTE BECAUSE I WANTED TO TALK ABOUT, NOT ONLY

THE LEGAL REQUIREMENTS OF THE PPS HELPS TO SET

UP, BUT ALSO NARA'S RESPONSIBILITIES. AS AN

AGENCY WE HAVE THREE MANAGER RESPONSIBILITIES

THAT COME ARE RELATED TO TRANSITION. THE FIRST

ONE, WHICH IS REALLY INTERESTING, AND I'M ALWAYS

EXCITED AND INTERESTED TO SEE WHAT OUR COLLEAGUES

ARE DOING ON THE OTHER AND IN ANOTHER PART OF

NARA, IS THAT WE'RE RESPONSIBLE FOR TRANSITIONING

PRESIDENTIAL RECORDS FROM THE WHITE HOUSE BEFORE

32

A NEW PRESIDENT IS I GO AUGUST RATED. WE RUN THE

PRESIDENTIAL LIBRARY, THE PRESIDENTIAL CENTERS,

SO THAT IS A HUGE PART OF OUR MISSION AND

INTERESTING, EXCITING AND UNFORTUNATELY FOR YOU,

NOT WHAT I AM TALKING ABOUT TODAY. I ALSO WILL

NOT TALK ABOUT ITEM NUMBER THREE BECAUSE WE ALSO

ARE AN AGENCY AND WE HAVE TO PREPARE FOR

TRANSITION, LIKE EVERY OTHER AGENCY DOES. WE

HAVE OUR COORDINATOR AND WE PUT TOGETHER OUR

PLANS. ALTHOUGH WE ARE A VERY, AS YOU KNOW,

WE'RE A MEDIUM SIZED TO SMALL AGENCY AND WE ONLY

HAVE ONE POLITICAL APPOINTEE. SO WE'RE IN GOOD

SHAPE AS FAR AS THAT GOES. WE HAVE A LITTLE

EASIER PATH WHEN IT COMES TO PREPARATION AS AN

AGENCY. AND WHAT I WANT TO FOCUS ON TODAY, FOR

THIS BRIDG SESSION, IS TALKING ABOUT THE SECOND

POINT, THAT WE HAVE A RESPONSIBILITY TO PROVIDE

GUIDANCE AND SUPPORT TO HELP ENSURE THAT INCOMING

AND OUTGOING OFFICIALS FOLLOW FEDERAL RECORDS

MANAGEMENT REQUIREMENTS. WE ARE ONE OF THE FOUR

SUPPORT AGENCIES THAT HELPS TO SUPPORT

TRANSITION. THERE ARE THREE OTHER AGENCIES AS

WELL. AND THOSE AGENCIES ARE OPM, OFFICE OF

PERSONNEL MANAGEMENT WHICH HELPS TO FOCUS ON

HIRING AND GETTING PEOPLE IN PLACE, IT ALSO IS

33

THE OFFICE OF GOVERNMENT ETHICS, OGE, WHICH IS

RESPONSIBLE FOR HELPING INCOMING OFFICIALS TO GET

THROUGH THE ETHICS REVIEW AND GET THROUGH THE

VETTING TO BE CONFIRMED IN THEIR APPOINTMENTS.

AND THE FOURTH AGENCY IS GSA, AND I WOULD SAY

THIS IS THE LEAD FEDERAL AGENCY THAT HELPS WORK

WITH THE CENTER AND WORK WITH THESE COUNCILS AND

IS SUPPORTING TRANSITION. THEY ALSO HAVE THE

ROLE THAT GSA ALWAYS HAS OF SORT OF FINDING

PLACES AND FINDING THINGS. THEY ARE GSA, HELP

AGENCY TRANSITION TEAMS FIND SPACE AND AGENCIES,

MAKE SURE THAT THEY HAVE EQUIPMENT NECESSARY FOR

TRANSITION SUPPORT. SO IF WE COULD GO TO THE

NEXT PAGE OR THE NEXT SLIDE, PLEASE.

SO I WANTED TO HIGHLIGHT AND GO OVER GSA'S ROLE

AND ANSWER THE QUESTION THAT I JUST POSED TO

OURSELVES A MINUTE AGO. HOW DO AGENCIES

TRANSITION TEAMS KNOW THEIR RECORDS MANAGEMENT

REQUIREMENTS? WELL, GSA HAS PUT TOGETHER A

TRANSITION DIRECTLY. THIS IS A PICTURE OF A

SCREENSHOT OF A WEBSITE, SO YOU CAN GO AND LOOK

AT THE CENTER'S WEB PAGE OR LOOK AT THE GSA

TRANSITION DIRECTLY. WHEN YOU GET THERE, YOU

WILL SEE AGAIN A WEALTH OF INFORMATION RELATING

34

TO WHAT FEDERAL AGENCIES AND TRANSITION TEAMS

NEED TO KNOW ABOUT TRANSITION. AND YOU WILL SEE

THAT I HAVE EXPANDED THEIR LEFT-HAND NAVIGATION

TO POINT OUT THAT IN THE DIRECTORY THERE ARE

SPECIFIC RECORDS MANAGEMENT GUIDELINES WHERE WE

TALK ABOUT FEDERAL RECORDS, PRESIDENTIAL RECORDS

AND WE HAVE RESOURCES AVAILABLE. SO WE KNOW THAT

AGENCIES WHO ARE USING THE DIRECTORY AND THE

COUNCILS AND THE ATD DIRECTORS ARE REFERRED TO

THIS DIRECTORY AND WE'VE LINKED FROM THE CENTER

SITE TO THE GSA SITE TO NARA'S SITE TO PROVIDE

RESOURCES. IF WE COULD GO TO SLIDE 23, PLEASE.

I WILL TALK ABOUT WHAT THE RESOURCES ARE. AND I

WANTED -- I'M SORRY, I DID WANT TO SHARE, WE MADE

THESE RESOURCES AVAILABLE AND WE HAVE AND I AND

MY TEAM, WE HAVE BOTH BRIEFED THE AGENCY

TRANSITION DIRECTORS AND WE'VE BEEN WORKING WITH

THE PARTNERSHIP, SO WE KNOW THAT THE AGENCY

TRANSITION DIRECTORS AND THOSE CAREER OFFICIALS

WHO ARE SUPPORTING TRANSITION ARE GETTING THEIR

AWARENESS OF RECORDS MANAGEMENT REQUIREMENTS AND

WE KNOW WE HAVE BEEN MAKING THIS AWARENESS

AVAILABLE FOR AGENCIES AS WELL. WE HAVE HAD ON

OUR WEB PAGE FOR A LONG TIME A WEB PAGE WE CALL

35

DOCUMENTING YOUR PUBLIC SERVICE. WHEN WE FIRST

DEVELOPED THIS INFORMATION, AND I THINK WE HAVE

BEEN DOING VERSIONS OF THIS FOR THE PAST

20 YEARS, WE HAD A GUIDE THAT WE WOULD HAND OUT

FOR INCOMING OFFICIALS THAT SAID OR MADE IT

AVAILABLE FOR OTHER AGENCIES TO HAND OUT AS A

PUBLIC DOCUMENT, DOCUMENTING YOUR PUBLIC SERVICE.

SO WE'VE ALWAYS LEFT IT ON OUR WEB PAGE. WHAT IS

HERE IS A SERIES OF RESOURCES TO HELP A RECORDS

OFFICERS AND FEDERAL RECORDS MANAGEMENT STAFF BE

PREPARED AND THINK ABOUT THE THINGS THAT THEY

NEED TO COVER FOR FEDERAL RECORDS MANAGEMENT

REQUIREMENTS DURING TRANSITION. BECAUSE THERE

ARE ALWAYS AREAS OF EMPHASIS THAT WE WANT TO

FOCUS ON.

I WILL ALSO POINT OUT ON THIS PAGE THAT WE HAVE A

SHORT, ABOUT A 5 OR 6-MINUTE VIDEO, AND IF I WERE

TO -- SOMETHING IS HAPPENING WITHIN THE FEDERAL

GOVERNMENT (LOST AUDIO). EITHER A ONE TERM OR A

TWO TERM PRESIDENT THAT MAKES HISTORY. WHAT DO

WE DO WITH THE NATIONAL ARCHIVES?

SPEAKER: (LOST AUDIO).

36

SPEAKER: ACTIVITIES THAT HAPPENING DURING

TRANSITIONS. I WAS GOING TO SAY, IT TAKES ABOUT

100 PERCENT OF AGENCY OFFICIALS THAT ARE IMPACTED

BY A TRANSITION ARE CAP STONE OFFICIALS. BUT

THERE IS ONE LITTLE EXCEPTION TO THE RULE. SO I

WILL JUST SAY 99.9 PERCENT OF THE TIME WHEN YOU

ARE TALKING ABOUT TRANSITION YOU ARE TALKING

ABOUT CAP STONE (LOST AUDIO). THIS IS

IMPORTANT-(LOST AUDIO).

SPEAKER: THE OTHER AREA OF FOCUS FOR US

SOMETIMES OFFICIALS WHO ARE LEAVING WILL THINK

THAT I'M GOING TO TAKE A SERIES OF RECORDS WITH

US, YOU KNOW, I NEED THIS FOR MY FUTURE CAREER,

AND OF COURSE AS WE ALL KNOW THERE ARE RULES

ABOUT RECORDKEEPING. YOU CAN'T TAKE RECORDS BUT

YOU MAY BE ABLE TO TAKE COPIES OF SOME RECORDS IF

THEY ARE APPROPRIATE FOR RELEASE. SO THERE IS

OFTEN A REVIEW PERIOD THAT HAS TO HAPPEN THROUGH

LEGAL AND THROUGH RECORDS TO MAKE SURE THERE IS

ANY OUTGOING RECORDS BEING TAKEN BY AN OUTGOING

OFFICIALS ARE EITHER THEIR PERSONAL PAPERS WHICH

THEY KEPT IN THE GOVERNMENT OFFICES AND SYSTEMS

OR THEY ARE COPIES OF NONRECORDS THAT ARE

RELEASABLE UNDER OUR RECORDS AND FOIA RULES. I

37

WILL ALSO HIGHLIGHT THE LAST TWO NEW AREAS OF

FOCUS, WE STARTED TO FOCUS ON THEM IN THE PAST

TEN YEARS, WHICH IS SOCIAL MEDIA RECORDS AND WEB

RECORDS. I WANT TO POINT OUT THAT, YOU KNOW,

MANY SOCIAL MEDIA ACCOUNTS ARE CONSIDERED TO BE

FEDERAL RECORDS, ESPECIALLY -- THEY MAY BE COPIES

OR THEIR SOCIAL MEDIA ACCOUNTS ARE USED TO

AMPLIFY OTHER RECORDS MANAGEMENT OR OTHER

BRIEFING INFORMATION. AND WE WANT TO POINT OUT

THAT SOCIAL MEDIA ACCOUNTS GENERALLY USED BY

AGENCIES STAY WITH THE AGENCY. SO OUTGOING

OFFICIALS LOSE THEIR FOLLOWERS WHEN THEY HAVE TO

GO BACK TO SETTING UP A NEW, YOU KNOW, TWITTER

ACCOUNT OR RUNNING A NEW BLOG RELATED TO THEIR

WORK ONCE THEY LEAVE FEDERAL SERVICE. AND I WILL

ALSO HIGHLIGHT THAT WEB RECORDS IS AN AREA THAT

WE'RE STARTING TO PAY MORE ATTENTION TO WHEN IT

COMES TO TRANSITIONS. BECAUSE OFTEN WHEN THERE

IS A TRANSITION OF AN ADMINISTRATION AND NEW

OFFICIALS COME IN, THERE IS A NEW EMPHASIS ON THE

WEB PAGE, SOMETHING THAT REFLECTS A NEW

ORGANIZATION OR A NEW FOCUS OR THE NEW TERM. AND

I WANT TO HIGHLIGHT THAT IF WEB RECORDS ARE

SCHEDULED THEY NEED TO BE MANAGED AND MAINTAINED

AS ACCORDING TO RECORDS SCHEDULES WHICH OFTEN

38

COULD MEAN RELEASING INFORMATION AS WEB RECORDS

ARE SCHEDULED THEY NEED TO BE MANAGED AND

MAINTAINED AS ACCORDING TO RECORD SCHEDULES WHICH

OFTEN COULD MEAN REPLACING INFORMATION AS IT IS

NEEDED BUT THEN KNOWING THAT AS AN AGENCY YOU

KNOW WHAT YOU HAD ON THE WEBSITE RECENTLY AND

MAKING SURE YOU HAVE GOT WEB CONTENT IN PLACE SO

YOU KNOW WHAT WAS SAID IN THE PAST AS WELL AS

WHAT YOU ARE SAYING CURRENTLY. I WILL MENTION,

THESE FOUR AREAS ARE SOMETHING THAT WE'RE

FOCUSING ON AND I WOULD LIKE TO HIGHLIGHT OUR

RECORDS EXPRESS BLOG. IN OUR RECORDS EXPRESS

BLOG WE'RE DOING A SERIES OF BLOG POSTS TO GO

INTO THE FOUR AREAS A LITTLE MORE. TWO OF THEM

HAVE BEEN SENT OUT, TWO MORE MAY BE COMING OVER

THE NEXT WEEK OR TWO, AS FAST AS WE CAN GET THEM

WRITTEN AND GET THEM OUT. IF YOU ARE LOOKING FOR

RESOURCES, YOU NOT ONLY HAVE THE CENTERS PAGE,

THE TRANSITION DIRECTORY PAGE FROM GSA, NARA'S

DOCUMENTATION PAGE BUT THE RECORDS EXPRESS BLOG

IS WRITTEN IN A WAY TO FOCUS ON THESE AREAS AND

PROVIDE MORE CONTEXT FOR YOU.

SO WITH THAT, I WILL CLOSE ON MY FINAL SLIDE.

BECAUSE THIS IS WHERE I WILL SAY, FOR THOSE OF

39

YOU WHO SAID YEAH, YEAH, YEAH, I'VE TUNED OUT A

LITTLE BIT BECAUSE I DON'T NEED TO PAY TOO MUCH

ATTENTION TO TRANSITION UNTIL THERE IS AN

ELECTION RESULT AND THEN WE WILL FIGURE OUT WHAT

WE REALLY HAVE TO FOCUS ON. I WANTED TO SHARE

THIS SLIDE WHICH COMES FROM THE PARTNERSHIP FOR

PUBLIC SERVICE, FROM THE CENTER. ONE OF THE

RESOURCES THEY MADE AVAILABLE WAS DATA ON TURN

OVER RATES FOR WHEN A PRESIDENT GOES INTO A TWO

TERM, A SECOND TERM. AND HERE YOU CAN SEE THE

DATA FOR CLINTON, BUSH AND OBAMA, AND ONCE THERE

WAS AN ELECTION, THEY DIVIDED IT UP OVER A

NINE-YEAR PERIOD, HOW MANY CABINET OFFICIALS

RESIGNED AND TRANSITIONED BETWEEN ELECTION AND

INAUGURATION DAYS, HOW MANY LEFT BETWEEN

INAUGURATION IN THE FIRST THREE MONTHS AND THEN

AGAIN HOW MUCH TURN OVER THERE WAS BETWEEN THE 3

TO 6-MONTH TERM. SO I WOULD LIKE TO SAY THAT

RECORDS MANAGEMENT NEVER SLEEPS, NEVER STOPS. WE

ARE WORKING TO MAKE SURE THAT WE'RE PREPARED TO

SAVE AND PRESERVE PERMANENT RECORDS CREATED BY

SENIOR EXECUTIVES OR MAKING SURE THEY KNOW THEIR

RESPONSIBILITIES AS THEY TRANSITION IN OR OUT OF

A POSITION. AND REGARDLESS OF WHO WINS THE

ELECTION, THERE IS GOING TO BE TURN OVER AND

40

THERE IS GOING TO BE TRANSITION. SO I HOPE THESE

RESOURCES WILL BE AVAILABLE AND HELP YOU AS YOU

ARE THINKING THROUGH THE WAYS TO PREPARE OR

PERHAPS HAVE ALREADY BEEN PREPARING AND ARE

FAMILIAR WITH OUR WORK HERE. SO WITH THAT, I

WILL ASK IF THERE ARE ANY OTHER QUESTIONS RELATED

TO TRANSITION. ANYTHING I CAN HELP WITH?

SPEAKER: SURE. THANK YOU, LISA. WE HAVE AT

LEAST ONE QUESTION. MY AGENCY CURRENTLY DOES NOT

HAVE AN AGENCY RECORDS OFFICER. HOW CAN OUR

RECORDS MANAGEMENT OFFICE KNOW THE PROCESS FOR

HELPING OUR POLITICAL APPOINTEES GET THEIR

RECORDS HANDLED BEFORE DEPARTURE? WILL NARA GIVE

US ASSISTANCE SINCE WE ARE SHORT STAFFED?

SPEAKER: WELL, FOR ASSISTANCE WE WILL DO WHAT WE

CAN. CAN YOU SEND AN E-MAIL TO ME DIRECTLY OR I

WILL FOLLOW-UP FROM THE RECORDS COMMUNICATIONS

E-MAIL IF YOU ASKED IT THAT WAY, BECAUSE WE HAVE

TO FIND OUT WHO IS ACTING AS RECORDS OFFICER AND

I CAN SEE IF WE CAN MAKE CONNECTIONS TO THE

TRANSITION TEAM THAT IS IN PLACE AT YOUR

COMPONENT. AND MAYBE WE CAN MAKE THE RIGHT

CONNECTIONS AND MAKE SURE THAT THE INFORMATION,

41

DEBRIEFINGS ARE GETTING TO THE RIGHT PERSON AT

THE RIGHT PLACE. THAT IS A GREAT QUESTION BUT

ONE THAT I DON'T HAVE A GENERAL ANSWER FOR.

SPEAKER: AND I KNOW WE ALWAYS HAVE A LITTLE BIT

OF A LAG, SO I WILL LET THE DOG OUT OF THE OFFICE

WHILE WE ARE THINKING IF THERE ARE ANY OTHER

QUESTIONS. THAT IS HOW YOU KNOW THIS EVENT IS

LIVE AND DURING COVID.

SPEAKER: THANK YOU. I'M SURE HE APPRECIATED

THAT. AT THIS POINT, WE HAVE NO FURTHER

QUESTIONS.

SPEAKER: ALL RIGHT. WELL, THEN, THANK YOU. I

KNOW IF YOU HAVE ANY OTHER SPECIFIC ISSUES OR

QUESTIONS ABOUT TRANSITION AND YOU DON'T FIND AN

ANSWER IN ANY OF SHOWS RESOURCES, FEEL FREE TO

REACH OUT TO OUR OFFICE AND WE WILL BE HAPPY TO

HELP YOU IN ANY WAY WE CAN

SPEAKER: THANK YOU. NOW PLEASE WELCOME OUR

ARCHIVES SPECIALIST WHO WILL DISCUSS THE

COGNITIVE TECHNOLOGIES WHITE PAPER THAT WE POSTED

YESTERDAY ON RECORDS EXPRESS

42

SPEAKER: THANK YOU. I WANTED TO TAKE A COUPLE

OF MINUTES THIS MORNING TO TALK ABOUT A COGNITIVE

TECHNOLOGIES WHITE PAPER THAT WENT UP YESTERDAY.

THE NEXT SLIDE, PLEASE.

THIS PAPER COVERS THESE FOUR TECHNOLOGIES. AND

FOR PURPOSES OF THIS PAPER, WE COLLECTIVELY REFER

TO THE FOUR TECHNOLOGIES AS COGNITIVE

TECHNOLOGIES. WE COVERED NOT ONLY THE

DEFINITIONS OF THE TECHNOLOGY BUT ALSO SOME OF

THE SUPPORTING INFRASTRUCTURE THAT THESE

TECHNOLOGIES RELY ON AND WE TAKE A LOOK AT SOME

OF THE CULTURAL AND SOCIETY IMPLICATIONS WITH THE

FOCUS ON BIAS WITHIN THE ARTIFICIAL INTELLIGENCE

FIELD.

THE AUDIENCE FOR THE WHITE PAPER INCLUDES,

RECORDS MANAGERS, ARCHIVAL FOLKS, AND FOLKS

INTERESTED IN NEW TECHNOLOGY AND RECORDS.

THE FIRST ONE FOCUSES ON POLICIES AND STANDARDS

AND WHAT THE IMPLICATIONS FOR THIS TECHNOLOGY IS

FOR APPRAISAL, SCHEDULING AND TRANSFER. THE NEXT

43

SLIDE, PLEASE.

HERE IS A QUICK SNAPSHOT OF THE DEFINITIONS TO

PERHAPS ENTICE YOU TO READ THE PAPER. IOT IS ANY

DEVICE THAT HAS A MICRO PROCESSOR AND CAN

COMMUNICATE WIRELESSLY. WE HAVE ARTIFICIAL

INTELLIGENCE THAT IS AN UMBRELLA TERM THAT

INCLUDES TECHNOLOGIES THAT MAKE A SYSTEM BEHAVE

LIKE A HUMAN. THE NEXT SLIDE, PLEASE.

SO YOU CAN FIND THE WHITE PAPER HERE. THE PAPER

WAS WRITTEN BY SHARMELA AND MYSELF AND KARL WHO

IS AT THE NATIONAL SCIENCE FOUNDATION. AND IN

THIS SAME SECTION OF THE WEBSITE, THERE IS ALSO A

WHITE PAPER ABOUT THE RECORDS MANAGEMENT

IMPLICATIONS OF BLOCK CHAIN IN CASE YOU ARE

INTERESTED IN THAT, ALSO.

SO THAT IS REALLY THE QUICK SNAPSHOT OF WHAT WE

HAD. ARE THERE ANY QUESTIONS?

SPEAKER: THANK YOU, WE HAVE NOT YET RECEIVED ANY

QUESTIONS FROM THE AUDIENCE. BUT IF YOU HAVE,

AGAIN, IF YOU HAVE THEM, PLEASE LEAVE THEM IN THE

CHAT OR YOU CAN E-MAIL THEM TO ARAN DOT

44

COMMUNICATIONS AT NARA.GOV.

SO AT THIS POINT, WE WILL JUST MOVE ON TO OUR

GENERAL Q AND A SESSIONS WITH ALL OF THE

PRESENTERS FROM TODAY'S PROGRAM. WE DO HAVE A

FEW QUESTIONS THAT HAVE COME IN AND WE MAKE SURE

AND CIRCLE AROUND AND GET TO THEM NOW.

I WOULD LIKE TO START WITH GORED AND, PLEASE. WE

HAVE A COUPLE OF QUESTIONS ABOUT THE FRC AND THE

FRC RATES.

SPEAKER: OKAY.

SPEAKER: THE FIRST: WHERE CAN WE GET A COPY OF

THE NOTICE ABOUT FRC CHANGES THAT WAS SENT OUT IN

SEPTEMBER?

SPEAKER: THAT WAS SENT TO RECORDS OFFICERS WITH

THEIR INTERAGENCY AGREEMENT PACKAGES. I WANT TO

SAY SEPTEMBER 29TH. BUT THEY CAN REACH OUT TO

THEIR ACCOUNT MANAGER AND IF THEY FOR SOME REASON

DIDN'T RECEIVE IT, LOST IN THE MAIL, IF THEY WILL

REACH OUT TO THEIR ACCOUNT MANAGER WE WILL GET IT

RE-SENT TO THEM.

45

SPEAKER: OKAY. THANK YOU. WE HAVE ANOTHER

QUESTION. IF AND/OR IF WHEN NARA'S FOUR PERCENT

IS EXCEEDED HOW OR DOES NARA RETURN THE EXCESS TO

AGENCIES?

SPEAKER: SO I WILL HANDLE THAT ONE, GORDON. SO

THE ENABLING LEGISLATION ACTUALLY REQUIRES US, IF

WE DO EXCEED THAT FOUR PERCENT REVENUE OVER

EXPENSES, WE ARE REQUIRED TO RETURN ANY EXCESS TO

THE TREASURY, SORT OF THE UNITED STATES TREASURY,

NOT THE TREASURY DEPARTMENT, BUT THE BIG POT OF

MONEY IN THE SKY WHICH SERVES TO OFFSET THE

NATIONAL DEBT, WHICH I THINK IS IN THE 28 OR

$25 TRILLION RANGE. IT HAS BEEN A WHILE SINCE I

CHECKED. SO IF WE GO OVER FOUR PERCENT,

4 PERCENT RIGHT NOW IS ABOUT $8 MILLION, SO IF WE

HIT FIVE PERCENT THAT MEANS WE HAVE AN EXTRA HALF

$1 MILLION, WE'RE REQUIRED TO SEND IT TO OFFSET

THE NATIONAL DEBT. IT VANISHES INTO THIN AIR,

UNFORTUNATELY. BUT THERE IS NOT A PROCESS THAT

WE DIVVY UP THE MONEY AND SEND IT BACK TO

CUSTOMERS.

SPEAKER: OKAY. THANK YOU BOTH. I THINK WE WILL

46

MOVE TO LAWRENCE AND QUESTIONS AROUND THE NARA

BULLETINS. THE FIRST ONE IS: MUST THE EXCEPTION

REQUESTS COME FROM THE DEPARTMENT LEVEL AS AN ORM

OR FROM A BUREAU'S AOR?

SPEAKER: THAT IS A GOOD QUESTION. WE'VE SPENT A

LOT OF TIME THINKING ABOUT THE PROCESS AND HOW IT

SHOULD WORK. ONE OF THE THINGS THAT WE'RE TRYING

TO DO WITH THE BULLETIN IS MAKING THE CONNECTION

TIGHTER WITH THE RECORDS OFFICER AND THE LIAISON.

WE FEEL IT IS APPROPRIATE FOR EXCEPTION REQUESTS

TO COME FROM THE SENIOR AGENCY OFFICIAL FOR

RECORDS MANAGEMENT BECAUSE IT RELATES TO VERY

IMPORTANT STRATEGIC INITIATIVES AND REQUIREMENTS

THAT AGENCIES ARE WORKING ON TO TRANSITION TO

FULLY ELECTRONIC. BUREAUCRATICALLY THIS PRESENTS

ADDITIONAL CHALLENGES AND THIS IS AN AREA WHERE I

THINK IF YOU DO SPEND THE TIME AT THE OPERATIONAL

LEVEL WITHIN THE RECORDS MANAGEMENT PROGRAM,

PULLING TOGETHER THAT COMPREHENSIVE REQUESTS,

SENDING IT FOR REVIEW, AND SIGN OFF, THAT SHOULD

HOPEFULLY STREAMLINE THINGS ON YOUR END. AT THIS

POINT, WE PUT IT IN THE BULLETIN THAT WAY BECAUSE

WE WANT TO MAKE SURE THE DISCUSSIONS ARE ELEVATED

WITHIN AGENCIES BECAUSE THEY ARE MOST CERTAINLY

47

GOING TO BE ELEVATED WITHIN OUR AGENCY AND WITH

OMB. SO WE WANTED TO MAKE SURE THE CONNECTION IS

LEVEL AND PARALLEL.

SPEAKER: OKAY. THANK YOU. ANOTHER QUESTION

THAT HAD COME IN. DOES THE EXCEPTION PROCESS

SHOWN ON YOUR SLIDES APPLY FOR AGENCIES SEEKING

AN EXCEPTION FOR CLOSING THEIR FEDERAL AGENCY'

RECORD STORAGE FACILITY

THE SHORT ANSWER IS YES. THE GUIDANCE THAT WE

ISSUED SHOULD COVER AND IS EXPECTED TO COVER ANY

TYPE OF EXCEPTION TO M 1921 THAT AGENCIES WOULD

BE REQUESTING. THERE ARE REQUIREMENTS,

OBVIOUSLY, THAT RELATE TO RECORDS STORAGE, AGENCY

OPERATED RECORDS CENTERS AND A NUMBER OF OTHER

THINGS. SO THE PROCESS SHOULD WORK THE SAME WAY

AND IT SHOULD COVER THOSE ISSUES AS WELL AS OTHER

ISSUES RELATED TO DIGITALIZATION OF ANALOG AND SO

ON. SO THE SHORT ANSWER, YES.

SPEAKER: SO THANK YOU. AND I THINK THESE ARE

PAIRED QUESTIONS. SO DOES THE DECEMBER 31ST,

2022, DEADLINE FOR NARA NO LONGER ACCEPTING

TEMPORARY RECORDS ALSO REFER TO RECORDS THAT

PERTAIN TO OTHER CENTERS, IF NOT, ARE THERE

48

SIMILAR DIGITAL MODERNIZATION EFFORTS IN THE NEAR

FUTURE?

SPEAKER: SO THAT IS A GOOD QUESTION AND I AM NOT

SURE HOW WE ARE WORKING INTERNALLY AND WITH

AGENCIES AROUND THOSE RECORDS. I THINK THERE IS

CERTAINLY SOME VERY SPECIFIC COMPLEX ISSUES

AROUND PERSONNEL RECORDS THAT WE WILL WORK

THROUGH. SO WE MAY NEED TO ISSUE FURTHER

GUIDANCE OR HAVE DISCUSSION ABOUT THOSE RECORDS

AS WELL.

SPEAKER: I GUESS THIS IS A, IT SOUNDS LIKE A

RELATED -- WELL, HERE IS ANOTHER QUESTION: WHAT

ARE THE PLANS FOR ACCEPTING DIRECT OFFERS AFTER

THE 2022 DEADLINE IN PAPER FROM AN AGENCY THAT

HAS ALREADY HOUSED THEM AT THE FRC?

SPEAKER: SO IF THIS IS -- SO OBVIOUSLY IF

RECORDS ARE IN THE FRC SYSTEM, AND THEY ARE

PERMANENT, THEY WOULD COME TO US THROUGH THE

ANNUAL MOVE, THROUGH NORMAL PROCESSES AND IF THEY

ARE IN OUR CUSTODY THERE IS NO IMPACT. IF THEY

ARE OUTSIDE OUR PHYSICAL CUSTODY AND WITHIN AN

AGENCY AND LEGAL TRANSFER IS BEING MADE OUTSIDE

49

OF THE NORMAL PROCESS FOR AN ANNUAL MOVE, THEN

THAT WOULD BE AFFECTED BY M 1921 AND AN EXCEPTION

WOULD BE NEEDED.

SPEAKER: OKAY. THANK YOU. LISA, THIS IS

ANOTHER QUESTION THAT HAS COME IN THAT IS PUTTING

ON YOUR OTHER HAT, I GUESS. WHEN DOES NARA

ANTICIPATE RELEASING THE FINAL DIGITALIZATION

STANDARDS?

SPEAKER: THANK YOU FOR ASKING. I WAS WONDERING.

I PROBABLY SHOULD HAVE BROUGHT THAT UP IN THE

BEGINNING AND ASKED MYSELF THAT QUESTION. OUR

CURRENT STATUS WITH THE DIGITALIZATION STANDARDS

IN REGULATION FOR PERMANENT RECORDS IS THAT WE

SENT IT BACK TO OMB LAST WEEK, SO OMB HAS HAD IT

FOR ONE WEEK, WE ARE WAITING TO SEE WHETHER OMB

WOULD LIKE US TO DO A THIRD ROUND OF AGENCY

COMMENT OR IF THEY WILL APPROVE US MOVING FORWARD

AND POSTING THOSE REGULATIONS ON THE FEDERAL

REGISTER FOR PUBLIC COMMENT. SO I CAN'T QUITE

ANSWER THE WHEN BECAUSE THERE IS STILL THAT KEY

DECISION. BUT ONCE WE GET THOSE REGULATIONS

POSTED ON THE FEDERAL REGISTER, YOU WILL KNOW TWO

THINGS, ONE WE'VE BEGUN THE 45-DAY COMMENT PERIOD

50

AND, TWO, THERE WILL BE A CHANCE TO SORT OF SEE

PUBLICALLY FOR THE FIRST TIME FIRST DIRECTION

WE'VE BEEN GOING AND TALKING ABOUT THOSE

DIGITALIZATION REGULATIONS. SO NOT KNOWING THE

ANSWER TO THE FIRST QUESTION, NOT KNOWING HOW

LONG IT WILL TAKE FOR THE REGULATIONS TO GET

POSTED IN THE FEDERAL REGISTER, BECAUSE YOU MAY

BE AWARE, THOSE OF YOU WHO COME FROM THE

REGULATIONS WORLD, IF THERE IS A TRANSITION OF

ADMINISTRATION, IF A NEW -- IF IT IS A ONE TERM

PRESIDENT AND NOT A TWO TERM PRESIDENT, THERE IS

TRADITIONALLY A HOLD PUT ON REGULATIONS UNTIL THE

NEW ADMINISTRATION TAKES PLACE. SO MY ANSWER TO

THE QUESTION, WHEN DO YOU ANTICIPATE FINAL, WOULD

BE, FIRST, A SECOND QUARTER FY 21. SO I'M

THINKING WE WOULD HOPEFULLY GET THEM POSTED, GET

COMMENTS OUT AND THEN BETWEEN JANUARY AND

MARCH BE ABLE TO RESOLVE THE COMMENTS AND GET A

FINAL. I HOPE IT WILL BE FASTER IF WE CAN MOVE

FASTER. IF WE DON'T, THEN THAT IS THE TIME.

THANK YOU FOR ASKING AND LETTING ME EXPLAIN AGAIN

OUR PROCESS AND THE STEPS.

SPEAKER: OKAY. THANK YOU, LISA. I WILL DIRECT

THIS ONE TO GORDON AND JEFF. THE FY 21 COST

51

STRUCTURE REPRESENTED A 38 PERCENT INCREASE FOR

OUR AGENCY, 52 PERCENT INCREASE FOR ONE CENTER.

DID NARA CONSIDER GOING TO CONGRESS TO EXPLAIN

THE COVID IMPACTS AND ASK FOR RELIEF, FORGIVENESS

OF THE SHORTFALL RATHER THAN SPRINGING ON

AGENCIES SUCH AN OVERNIGHT COST INCREASE IN A

YEAR FOR WHICH WE SUBMITTED A BUDGET OVER A YEAR

AGO?

SPEAKER: THANK YOU FOR THAT QUESTION. THERE IS

-- THERE WAS A REQUEST THAT WENT TO CONGRESS FOR

RELIEF FOR THE RECORDS CENTER PROGRAM. IT WAS

NOT ACTED ON. I DON'T KNOW IF IT IS STILL BEING

CONSIDERED. THE IMPACT OF COVID ON OUR REVENUE

IS BASICALLY CUT OUR REVENUE IN HALF AND DID NOT

CUT ANY OF OUR EXPENSES AT ALL. SO WE STRUGGLED

WITH THAT INTERNALLY AND IN DEVELOPING THE RATE

STRUCTURE WE DID TAKE A LOOK AT THE IMPACT OF OUR

FY 21 ESTIMATES FOR EACH OF OUR CUSTOMERS. AND

WE MADE AN ATTEMPT TO BALANCE THAT, UNDERSTANDING

THAT SOME CUSTOMERS INVOICES WOULD GO DOWN AND

SOME WOULD GO UP. IT WAS A CHALLENGE BECAUSE WE

DON'T LIKE THE IDEA OF BRINGING THAT KIND OF

MAJOR FINANCIAL CHANGE ON ANYBODY. AND IT IS

DISHEARTENING TO HEAR THAT YOUR AGENCY WAS

52

IMPACTED THAT MUCH. WHAT I CAN OFFER TO YOU IS

TO PLEASE CONTACT YOUR CUSTOMER SERVICE

REPRESENTATIVE ON GORDON'S TEAM, AND I DON'T KNOW

WHAT WE CAN DO BUT I KNOW WE HAVE HAD SOME

CONVERSATIONS WITH OTHER CUSTOMERS WHO ARE

EXPRESSING THE SAME PROBLEM. SO WE'RE WORKING

OFF LINE ON INDIVIDUAL CASES. IN THE VERY LEAST,

IF WHAT NEEDS TO HAPPEN IS A SUPPLEMENTAL BUDGET

REQUEST TO OMB AND CONGRESS, WE CAN CERTAINLY

PROVIDE THE DATA AND SUPPORT YOU WOULD NEED TO

JUSTIFY THAT REQUEST. BUT I WOULD ENCOURAGE YOU

TO GO THROUGH THE FIRST STEP I MENTIONED TO SEE

IF THERE IS ANYTHING WE CAN DO INTERNALLY.

SPEAKER: THANK YOU. I'M WAITING TO SEE IF ANY

MORE QUESTIONS SHOW UP. THERE IS ONE THAT HAS

COME IN AROUND ANNUAL REPORTING. WHAT OR WHEN

WAS THE OPENING DATE AND THE CLOSING DATE FOR THE

2020 ANNUAL REPORTING?

SPEAKER: SO IT IS INTERESTING. I'M GOING TO

ANSWER THAT QUESTION AS BEST I CAN. BECAUSE IT

SAYS WHEN WAS THE 2020 REPORTING. AS YOU KNOW,

WE'RE SORT OF -- WE DO OUR DATA CALL AND THEN WE

LOOK BACK. SO FOR THE YEAR 2020, WHEN WE DO OUR

53

ANNUAL REPORTING, WE WILL RELEASE THAT REPORT AND

WE'RE STILL PLANNING ON RUNNING THAT REPORT FROM

JANUARY TO -- MID JANUARY TO MID MARCH. SO WE

EXPECT TO HAVE THE REPORTING WINDOW OPEN THE WAY

WE TRADITIONALLY HAVE. IF YOU ARE ASKING WHAT

DID WE DO FOR THE 2019 REPORT IN 2020, WE OPENED

THE REPORTING PERIOD MID JANUARY AND THEN DUE TO

COVID WE GAVE TWO EXTENSIONS, SO IT WENT THROUGH

-- IT DIDN'T CLOSE UNTIL MAY. SO I HOPE THAT

ANSWERS BOTH QUESTIONS. AND I THINK YOU ARE

REQUESTING ABOUT, I WILL REFRAME IT, WILL THERE

BE A DELAY FOR THE RMSA REPORTING PERIOD DUE TO

COVID IN 2020, WE ARE STILL PLANNING TO HAVE OUR

REGULAR REPORTING CYCLE WITH THE RMSA, ET CETERA

AND THE E-MAIL AND ELECTRONIC PERMANENT RECORDS

REPORT OUT IN JANUARY. AND I HOPE WE WILL BE

ABLE TO TALK ABOUT WHAT IS COMING A LITTLE BIT

MORE AT OUR DECEMBER BRIDG. SO STAY TUNED,

FOLLOW THE BLOG, FOLLOW THE AC MEMOS THAT WE HAVE

SENT OUT AND WE WILL PROVIDE MORE INFORMATION

SOON. THANK YOU.

SPEAKER: WE THEN CIRCLE BACK TO M ARCUS. HOW

ABOUT: WHAT IS ONE OF THE INTERESTING FACTS THAT

YOU LEARNED AS PART OF THE RESEARCH INTO

54

COGNITIVE TECHNOLOGIES?

SPEAKER: THANK YOU. YEAH, I THINK THE FACT THAT

MY REFRIGERATOR TALKS TO MY PHONE GOT ME THINKING

THAT THERE WERE GOING TO BE SOME RECORDS

MANAGEMENT IMPLICATIONS FOR FEDERAL AGENCIES

AROUND THIS. AND I THINK WHAT BLEW ME AWAY WAS

JUST THE VOLUME OF CONNECTED DEVICES AND THE

VOLUME OF DATA THAT IS BEING GENERATED. YOU

KNOW, THERE IS AN ESTIMATE THAT THERE WILL BE 75

BILLION DEVICES CONNECTED TO THE INTERNET IN JUST

FOUR YEARS AND THAT, FOR EXAMPLE, SOME AIRPLANE

ENGINE MANUFACTURERS NOW TRACK SOMETHING LIKE 70

TRILLION DATA POINTS PER YEAR FOR THEIR ENGINES.

AND THAT KIND OF VOLUME WAS JUST KIND OF A -- IT

IS JUST A DIFFERENT SCOPE THAN I'VE KIND OF

TRADITIONALLY THOUGHT ABOUT RECORDS MANAGEMENT.

SO THAT WAS ONE OF THE NEAT THINGS THAT REALLY

CAME OUT FOR ME. THANKS.

SPEAKER: OKAY. AND I WILL POINT OUT THAT WE

HAVE GOT A FAN ALREADY ON THE YOUTUBE THAT WILL

READ THE PAPER, SO THANK YOU.

SPEAKER: THAT IS GREAT.

55

SPEAKER: THIS IS A PROBABLY AN LISA QUESTION.

IN LIGHT OF COVID-19 PANDEMIC, RELATIVE TO THE

AGENCY CONTINUITY AND THEREFORE ESSENTIAL RECORDS

MANAGEMENT, DOES NARA PLAN A REVISED 2020 ANNUAL

REPORTING?

SPEAKER: NO

SPEAKER: BEING EXPANDED OR NEW RMSA, OR

SOMETHING SIMILAR TO THE E REPORTS REPORT

SPEAKER: THANK YOU FOR THE QUESTION. I WILL

ADMIT THAT I WAS CHATTING WITH OUR DIRECTOR FOR

OVER SIGHT REPORTING. AND IN LIGHT OF COVID AND

AGAIN THAT IS KIND OF WHAT I WONDERED IF THE

EARLIER QUESTION WAS REFERRING TO AS WELL, FOR

THE 2020 RMSA IN THE NONSCORED QUESTIONS WE WERE

PLANNING TO ASK SOME QUESTIONS RELATED TO COVID

AND RECORDS MANAGEMENT. AGAIN, THE RMSA IS AN

IMPORTANT PART OF FEEDBACK FOR FEDERAL RECORDS

MANAGEMENT BECAUSE IT IS THE DATA THAT WE LEARN

IN THESE REPORTS THAT HELP US TO MAKE

DETERMINATIONS ON WHAT NEW TRAINING IS NEEDED,

NEW POLICIES ARE NEEDED. SO, YES, WE ARE

56

PLANNING TO INCLUDE SOME COVID QUESTIONS IN THE

NONSCORED PART. WE ALSO WILL PROBABLY BE ASKING

ABOUT COVID IMPACT TO AGENCY'S STRATEGIC PLANS

FOR RECORDS MANAGEMENT. WE KNOW IN SOME AREAS

FOR ANALOG AND DIGITALIZATION, IF YOU ARE NOT

PHYSICALLY PRESENT THAT HAS HAD A HARMFUL EFFECT

ON WHAT AGENCIES ARE ABLE TO DO WITH RECORDS

MANAGEMENT. ON THE OTHER HAND FOR AGENCIES THAT

HAVE BEEN TRYING TO TRANSITION TO ELECTRONIC

RECORDS, THE PANDEMIC ENDED UP BEING A SPUR AND

SOME PLANS WERE PUT IN PLACE TO MOVE TO

ELECTRONIC FASTER THAN AGENCIES HAD. SO WE SORT

OF WERE GOING TO USE THE 2020 REPORTING PERIOD TO

LEARN ABOUT THE STORIES AND LEARN ABOUT THE

IMPACT OF COVID. WE DO PLAN ON DOING THAT AND WE

HAVE THE SAME REPORTING PERIOD. SO WE WILL BE

ASKING FROM JANUARY -- MID JANUARY TO MID MARCH.

AND I ALSO WANT TO SHARE, FOR THOSE OF YOU

INTERESTED, I NEGLECTED TO MENTION THAT WE DID

JUST RELEASE THE FY -- THE 2019 ANNUAL REPORT,

OUR FEDERAL AGENCIES RECORDS MANAGEMENT REPORT

WAS PUT ON LINE AND I BELIEVE THAT WAS JUST TWO

WEEKS AGO. SO YOU WILL BE ABLE TO READ WHAT WE

LEARNED LAST YEAR AND THAT WILL ALSO HELP TO

INFORM THE QUESTIONS THAT WE WILL BE ASKING THIS

57

UPCOMING YEAR. SO, AGAIN, IF YOU HAVE ANY

QUESTIONS ABOUT REPORTING THAT I WAS NOT ABLE TO

ANSWER, YOU HAD SOMETHING MORE SPECIFIC, PLEASE

SEND THEM TO ME AND I WILL GET THE RIGHT PEOPLE

TO SEND YOU THE RIGHT ANSWER. THANK YOU.

SPEAKER: OKAY. THANK YOU, LISA. SORRY FOR

JUMPING AROUND BUT WE HAVE AN ACTIVE, VIBRANT

COMMUNITY ON CHAT TODAY.

THIS IS A QUESTION FOR GORDON AND THE FRC FOLKS.

AS A SEPARATE CHARGE OR BAKED INTO A BUNDLED FEE

ONCE THE PANDEMIC ENDS, (INAUDIBLE)?

SPEAKER: LET ME MAKE SURE IT CAME OFF OF MUTE.

THE COVID CHARGE WAS THROUGH SEPTEMBER 30TH. WE

HAVE NOW, AS OF OCTOBER 1ST, ALL OF THE RATES FOR

2021 ARE OUT OR HAVE BEEN DISTRIBUTED TO

CUSTOMERS. SO THERE IS NO COVID SURCHARGE BAKED

IN. THESE ARE THE RATES FOR 2021, FOR FISCAL

2021 RIGHT NOW.

SPEAKER: I HOPE I ANSWERED THAT PRETTY CLEARLY.

BUT THE SURCHARGE ENDED ON SEPTEMBER 30TH AND NOW

ON OCTOBER 1ST YOU HAVE NEW RATES WHICH ARE FOR

58

-- AND OUR NEW STRUCTURE FOR FISCAL 2021.

SPEAKER: OKAY. THANK YOU. I THINK THAT IS -- I

HAVE A QUESTION ON TECHNOLOGY. WHAT EXAMPLES OF

RECORDS MANAGEMENT PROCESSES DOES NARA SEE AS

BEING APPLICABLE TO ROBOTIC PROCESS AUTOMATION?

SPEAKER: WOW. SO A LOT OF WHAT WE TEASED OUT,

THERE IS A PRETTY GOOD RECORDS MANAGEMENT PROCESS

THAT AGENCIES CAN FALL BACK ON. AS THEY ARE

THINKING ABOUT WHAT TO DO WITH, YOU KNOW, THE

VOLUME OF DATA AND KIND OF HOW IT IMPACTS THEIR

BUSINESS PROCESSES. I AM NOT SURE SPECIFICALLY

ABOUT RPA AND THE CONNECTION WITH THE RECORDS

MANAGEMENT SYSTEMS

SPEAKER: THIS IS LISA. AS SOMEONE THAT READ THE

PAPER AND HAD THE WONDERFUL OPPORTUNITY TO EDIT,

I AM NOT THE RESEARCHER. BUT I WOULD LIKE TO

ANSWER THE QUESTION THAT RPA, ROBOTIC PROCESSING

AUTOMATION REFERS TO SOFTWARE. SO IT IS WHAT

SOFTWARE TOOLS CAN BE PUT IN PLACE TO HANDLE

ADMINISTRATIVE OR SUPPORT THE HUMANS WHO ARE

DOING THE WORK OF TRYING TO MANAGE RECORDS

MANAGEMENT. SO WE DIDN'T FIND TOO MANY CASES OR

59

EXAMPLES OF RPA'S BEING USED IN AGENCIES FOR

RECORDS MANAGEMENT. BUT WE THINK THAT WE SAW

SOME CASES OF RPA BEING USED FOR BROADER

INFORMATION MANAGEMENT. SO ANSWERING QUESTIONS,

RIGHT, THAT MIGHT BE CANNED QUESTIONS TO AN

AGENCY RECORDS OFFICE SO THAT EVERY TIME SOMEBODY

SENT AN EXAMPLE THERE WAS AN AUTOMATED ANSWER.

SPEAKER: YEAH, JUST I DON'T KNOW IF YOU GOT THAT

CHAT QUESTION OFF OF THE YOUTUBE BUT IT IS THERE.

SO WE'VE CAPTURED THAT. AT THIS POINT I WILL DO

SORT OF A LAST CALL FOR QUESTIONS, REMINDER, YOU

CAN STILL E-MAIL THEM OR DROP THEM IN THE CHAT.

WE WILL TAKE A FEW MOMENTS TO SEE IF ANY COME IN.

SPEAKER:

SPEAKER: SO I THINK WE'VE COVERED ALL OF THE

ONES. I THINK WE WILL MOVE IT -- I WILL START TO

WRAP IT UP. THANK YOU. SINCE THERE ARE NO MORE

QUESTIONS WE WOULD LIKE TO TAKE THIS OPPORTUNITY

TO THANK YOU FOR VIEWING AND PARTICIPATION IN

TODAY'S MEETING. WE WOULD LIKE TO REMIND YOU

THAT OUR NEXT BRIDG MEETING IS WEDNESDAY,

DECEMBER 16TH, 2020. IF YOU STILL HAVE

60

QUESTIONS, PLEASE STILL USE THAT E-MAIL, RM DOT

COMMUNICATIONS AT NARA.GOV OR VISIT OUR BRIDG

PAGE AT THE URL. THANK YOU EVERYONE AND HAVE A

GREAT DAY.