



## *Senior Agency Official for Records Management 2020 Annual Report*

The National Archives and Records Administration (NARA) requires Senior Agency Officials for Records Management (SAORM) to provide an annual report demonstrating how agencies are handling important records management initiatives as identified by NARA.

NARA uses the reports to determine the overall progress of the Federal Government in managing its records and the transition away from paper to digital formats, and to identify best practices and model solutions within Federal agencies.

On June 28, 2019, the Office of Management and Budget and the National Archives issued a memorandum: *Transition to Electronic Records* (M-19-21) to ensure that all Federal records are created, retained, and managed in electronic formats by December 31, 2022. This year's SAORM report provides an opportunity for agencies to report on plans and progress towards the milestones and target goals in this memorandum, as well as other important records management initiatives.

The reporting period begins on January 19, 2021, and reports are due back to NARA no later than March 19, 2021.

NARA plans to post your 2020 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 both records management program developments towards the transition to electronic recordkeeping outlined in M-19-21 through December 31, 2022, and other aspects of agency records management programs.
- 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 [rmsselfassessment@nara.gov](mailto:rmsselfassessment@nara.gov). Include the words "SAORM 2020 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: Beth Ann Killoran
- Position title: Deputy Chief Information Officer, General Services Administration
- Address: 1800 F Street, NW Washington DC 20405

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

As the Deputy CIO, I serve as an advisor to the CIO, Administrator, and other senior GSA officials on all technology and data management initiatives, leveraging technology for innovative business practices and leading enterprise-wide modernization efforts. Therefore, this report covers the General Services Administration, which includes the Federal Acquisition Service and the Public Buildings Service. No portion of GSA will be reporting separately.

**2. Has the COVID-19 pandemic changed any policies or practices related to records management at your agency?**

- Yes  
 No  
 Do not know

Delays at federal records centers for transfers and references of records has caused delays by employees looking to store and retrieve records.

**3. Does your agency have an established information governance framework that connects records management, data management, and other agency information lines of business? (A relationship between CIO, CDO, SAORM, DRO/ARO, RM Staff)**

- Yes  
 No  
 Do not know

GSA reorganized the records management program at the start of FY2021 placing it back into the Office of the Chief Information Officer so it will be better connected to other information functions such as the Controlled Unclassified Information and Privacy Offices and the technology functions of the agency.

**4. Has your agency made progress towards managing all permanent records in an electronic format with appropriate metadata by December 31, 2022? (M-19-21, 1.2)**

- Yes  
 No  
 Do not know

As GSA migrates more permanent records into our Enterprise Document Management System (EDMS), we are simultaneously identifying and including appropriate metadata in response to NARA's 2019 transfer guidance.

**5. Has your agency made progress towards managing all temporary records in an electronic format by December 31, 2022? (M-19-21, 1.3)**

- Yes  
 No  
 Do not know

The vast majority of GSA records are already created digitally. In addition to permanent records, GSA's EDMS system also includes temporary records, staging them prior to appropriate destruction according to their disposition authority. Additionally, the SAORM also regularly coordinates with GSA's Chief Information Officer (CIO) to discuss electronic records issues. Members of the records management program work closely with regions ensuring the continued progress towards the goal of complete electronic recordkeeping.

**6. Is your agency investing resources in IT to support the transition to electronic recordkeeping?**

- Yes  
 No  
 Do not know

Please explain your response. If Yes: Please include specific examples of resources and how this will support records management processes. If No or Do not know: Please explain.

Yes. GSA IT has created an enterprise document management system. The program is funded at a level that allows it to continue to integrate with legacy systems and migrate content into the repository. Once consolidated, the content has records policies applied in compliance with GSA records schedules.

**7. To meet the requirements of M-19-21, 1.3, related to records storage facilities, does your agency have plans to use commercial storage to replace agency-operated records centers and NARA Federal Records Centers by December 31, 2022? (M-19-21, 1.3)**

- Yes  
 No  
 Do not know

*Please explain your response (include specific goals and example metrics):*

GSA is actively working to increase the use of electronic documents and the digitization of paper when practical to reduce the need for paper storage while improving the quality of GSA's business. Additionally, GSA is working to focus on a significant decrease in paper storage by accelerating the disposition approval process to reduce GSA's footprint in NARA federal records storage facilities. For example, GSA's Agency Records Officer recently submitted approval for the destruction of 16,000 boxes of records past due for destruction in NARA federal records centers.

**8. Does your agency have policies and procedures that include documentation to ensure records of newly appointed and outgoing senior officials\* are properly captured and/or processed and not improperly removed, altered, or deleted including electronic records and email?**

\*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.

- Yes  
 No  
 Do not know

*Please explain your response (include specific details of policies and procedures):*

Many of GSA's senior officials are Capstone officials, thus their email is captured permanently, also their calendars are captured and stored for a period of seven years.

**9. Do you, as the SAORM, see challenges within your agency in meeting the goal of fully-electronic recordkeeping?**

- Yes
- No
- Do not know

Please explain your response (include details of specific challenges, if applicable):

As discussed above, the vast majority of GSA records are created digitally. GSA's EDMS manages both temporary and permanent records according to their disposition authority. Members of the records management program work closely with regions ensuring the continued progress towards the goal of complete electronic recordkeeping.

**10. Do you have suggestions for NARA to improve its engagement with you as the SAORM?**

- Yes
- No
- Do not know

Please explain your response (include any comments on previous NARA SAORM engagements, topics for future engagements, or other suggestions):

I have recently taken over as GSA's SAORM and do not have any suggestions at this time but will be in touch if I do.