



Senior Agency Official for Records Management 2019 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 13, 2020, with reports due back to NARA no later than March 13, 2020.

NARA plans to post your 2019 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 records management program developments towards the transition to electronic recordkeeping outlined in M-19-21 through December 31, 2019.
- 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. Include the words "SAORM 2019 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: Christopher A. Luer
- Position title: Deputy Director of Administration
- Address: 330 Independence Ave. Washington DC 20237

- 1. What agencies, bureaus, components, or offices are covered by this report and your position as SAORM and which will be reporting separately? Please also indicate any that are new or have been changed due to reorganization or other circumstances.**

The United States Agency for Global Media includes four major components:

- Voice of America; (VOA)
- Office of Cuba Broadcasting; (OCB)
- International Broadcasting Bureau; (IBB)
- Office of Technology, Services, and Innovation; (TSI)

- 2. Is your agency managing all permanent electronic records in electronic format as of December 31, 2019? (M-19-21, 1.1)**

Response: No, in 2018 USAGM was actively engaged in market research for vendors who provide ERM solutions. As a result, settled on a contractor. USAGM was on track towards managing the majority of our records electronically by December 31, 2019 after our NARA inspection in August of 2019. At the time, we concluded it would be prudent to wait for NARA's final report and recommendations before moving forward with the acquisition. We just received the final report in May 2020 and will be providing a corrective action plan in the next couple months.

- 3. 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)**

Response: Yes, all USAGM media requires metadata. Records stored in our Delat Plus and SharePoint systems have metadata.

- 4. Has your agency made progress towards managing all temporary records in electronic format? (M-19-21, 1.3)**

Response: Yes, all temporary records have been removed from share drives and are managed in Sharepoint.

5. **Have you, as the SAORM, taken steps to ensure that your records management program complies with the Federal Records Act and its regulations through strategic plans including performance goals, objectives and measures? (M-19-21, 1.4)**

Response: Yes, policies are in place and the records manager provides guidance and assistance to staff to implement our records management processes. Strategic plans including performance goals, objectives and measures are currently under development

6. **If applicable, have you identified all agency-operated records centers and made plans to either close them before 2022, or have you submitted a request to NARA for an exception? (M-19-21, 1.3)**

Response: No, not at this time.

7. **Does your agency have procedures that include documentation to ensure records of 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.

Response: Yes, not only are agency Senior Officials, but all employees receive information on records management responsibilities prior to onboarding and all employees must now clear the records manager when out-processing.

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

Response: Yes, However, our records management program has been robust since hiring a full time records manager in 2017 (0308) and they have received the support and resources required to be successful. USAGM management will continue to provide these resources in 2019 and will continue to do so in 2020 and reach full electronic record keeping by 2022

9. Do you need support from NARA to ensure a successful transition to fully-electronic recordkeeping?

Response: Yes, We received excellent support and feedback after our inspection in August 2020, now that we received the final report we look forward to working with NARA on our corrective action plan.