

# **ATTACHMENT**

*Survey Response Data*

## Survey Response Data

The following table presents the summary of each survey response for the 21 Federal agencies that participated in the interviews. The responses of the three non-Federal organizations have been masked to comply with Institutional Review Board procedures that require redacting all responses that might identify a participant that was assured that their responses would be anonymous. In order to protect the anonymity of the Federal organization, all responses that could infer the organization's identity have been redacted. In addition, the organizations have been categorized in broad groups by organization size and function:

Size of entire organization and size of reporting division:

Very small: under 100 employees

Small: between 101 and 1,000 employees

Medium: between 1,001 and 50,000 employees

Large: over 50,001 employees

Organization function:

Defense and International Relations: All defense, intelligence community, and diplomatic organizations.

Environment: Civilian organizations whose primary function is regulating or maintaining environmental assets.

Infrastructure: Civilian organizations whose primary function is regulating or maintaining critical infrastructures.

Other Civilian Agency: All other civilian agencies.

Note: "X" in a response field indicates that either a response was not needed, or that the question was not applicable to the responding office.

	5	9	13	25	2	3	11
1 title/category (military, etc.)	Other Civilian Agency	Environment	Infrastructure	Infrastructure	Environment	Infrastructure	Other Civilian Agency
5 public agency website (yes,no)	yes	yes	yes	yes	yes	yes	yes
if yes - harvest (yes, no)	N/A	yes	?	?	?	?	?
9.5 Size of Agency	Very Small	Very Small	Very Small	Small	Medium	Medium	Medium
Size of Division							
12 Records series categories (correspondence, publications, policy, personnel, etc)	Administrative, Program Operation	Administrative, Program Operation	Program Operation	Program Operation	Administrative, Program Management, Program Operation	Program Operation, Information Services	Program Management, Program Operation
13 Date span (earliest date)	1967	1989	1964	1999	1980's	depends	1994
14 Most Important (category from 12 or ALL)	Program Operation	Program Operation	All	Program Operation	Program Management, Program Operation	Program Operation	Program Management, Program Operation
15 Sent to other offices	N/A	report to congress	none	letters, memos, quarterly reports	none?	N/A	none
16 RM program	X	X	X	X	X	X	X
a written policy (in process, agency-wide, office specific, combination agency/office , no)	in process	no	yes	agency	in process	yes	in process
b ER written policy (yes, no, in process, office specific)	in process	no	no	no	in process	yes	office specific
c ISO 15489 (yes, no, don't know)	no	yes	don't know	don't know	don't know	don't know	yes
d training (yes, no, intermittent)	yes	yes	yes	agency	yes	no	no
e IT expert (yes, no, outside IT support)	yes	yes	yes	yes	yes	no	no
f hold orders (yes, no, N/A, agency)	N/A	outside IT support	no	no	in process	yes	in process
g ER hold orders (yes, no, N/A, agency)	N/A	N/A	no	no	in process	N/A	in process
h disaster plan (yes, no, part of coop)	yes	part of coop	no	agency	agency	yes	in process
i schedules (yes, no, in process)	yes	yes	yes	agency	yes	yes	yes
currently using (yes or no)	yes	yes	yes	no	yes	yes	yes
j inactive storage	no	no	yes	no	no	yes	yes
k permanent archiving	yes	yes	yes	yes	yes	yes	yes
17 NARA training (yes, no)	no	yes	yes	yes	yes	yes	no
yes - usefulness (day, intermediate, long-term, all, none, other: networking, other: General RM)	X	other: Networking	none	none	all	none	X
18 targeted assistance (yes, no, don't know, other project)	other project	no	no	don't know	no	no	N/A
19 accountability/enforcement	X	X	X	X	X	X	X
evaluations (yes, informal, no, no-considering)	no	no	no	don't know	informal	no	no-considering
rewards (yes, no, no-considering)	no	no	no	don't know	no-considering	no	no-considering
IG (yes, no, no-considering)	no	no	no	don't know	no	no	no
20 mission (yes, no, don't know)	yes	yes	no	don't know	yes	yes	yes
21 linkage	X	X	X	X	X	X	X
a budget (yes, no, part of IT, part of other)	part of other	no	yes	don't know	part of other	no	yes
b high-ranking (high-ranking=13+, mid-ranking=11/12)	yes	yes	no	don't know	yes-GS 13	no	mid-ranking
c IT development (yes, no)	yes	yes	no	don't know	no	no	yes
d FMFIA-1982 (yes, no, don't know)	yes	yes	no	don't know	yes	yes	yes
c GPRA-1993 (yes, no, don't know)	don't know	yes	yes	don't know	yes	yes	yes
d ITMRA-1996 (yes, no, don't know)	yes	yes	no	don't know	yes	yes	yes
22 File plan (yes office, yes agency, no, I don't know)	no	yes	yes	yes	yes office	no	yes
yes - copy viewed (yes, no)	X	yes	no	no	yes	X	yes
includes file code/classification number (yes, no)	X	yes	X	X	yes	X	yes

	5	9	13	25	2	3	11
1 title/category (military, etc.)	Other Civilian Agency	Environment	Infrastructure	Infrastructure	Environment	Infrastructure	Other Civilian Agency
5 public agency website (yes,no)	yes	yes	yes	yes	yes	yes	yes
if yes - harvest (yes, no)	N/A	yes	?	?	?	?	?
9.5 Size of Agency	Very Small	Very Small	Very Small	Small	Medium	Medium	Medium
Size of Division							
includes title of records (yes, no)	X	yes	X	X	yes	X	yes
includes description of records (yes, no)	X	yes	X	X	yes	X	yes
includes location of records (yes, no)	X	no	X	X	yes	X	no
includes disposition (yes, no)	X	yes	X	X	yes	X	yes
references disposition schedule (yes, no)	X	no	X	X	no	X	yes
original yes - references disposition (yes, no, don't know)	X	no	yes	no	yes	X	yes
no - disposition (yes, no)	yes	yes	X	X	X	yes	X
23 Records schedules (GRS, unique, combo)	combo	combo	combo	none	combo	combo	combo
24 Flexible scheduling (A, B, C, D)	B	A	A	A	B	C	C and D
25 Maintenance (paper, electronic, combo)	combo	combo	combo	combo	combo	combo	combo
Maintenance differences (interviewees original response)	combo	combo	combo	combo	combo	combo	paper
25.5 paper copies (yes, no, don't know)	yes	yes	yes	yes	no	yes	no
26 a yes - medium (digital-typed, digital-scanned, CD, microform)	CD, digital-scanned	digital-scanned	digital-scanned, microform	digital-scanned	X	digital-scanned	X
b yes - keep paper (yes, no, depends)	yes	yes	yes	depends	X	yes	X
c yes - integrated with born digital (yes, no)	no	yes	yes	X	X	no	X
d yes - disposition for digitized (category)	none	according to schedule	none	none	X	none	X
27 electronic copies (yes, no, don't know)	yes	yes	yes	yes	yes	yes	yes
yes - medium (digital, paper, removable media-CD, DVD, zip disk, backup tape)	paper, removable media-CD	paper	paper, removable media-CD, DVD, zip disk, backup tape	paper, removable media-backup	paper, removable media	paper, removable media-backup	paper
yes - keep electronic (yes, no)	yes	yes	yes	yes	yes	N/A	yes
28 Originals	X	X	X	X	X	X	X
why paper kept (category)	comfort	original saved regardless of format, cater to users, comfort	N/A	X	recordkeeping copy	N/A	X
why electronic kept (category)	N/A	original saved regardless of format, cater to users	convenience, backup	convenience, cater to users, storage	reference	N/A	convenience, reference, if not scheduled
29 Recordkeeping copy designation (category)	paper	original	original signature except submissions on disk	presence in official folder	paper, removable media	paper except databases	paper
29.5 Media neutral scheduling (yes, no)	no	no	no	no	yes	no	no
30 Databases (yes, no, don't know)	in process	yes	yes	no	no	no	no
yes - disposition (yes, no, don't know)	X	yes	no	X	X	X	X
31 Where filed	X	X	X	X	X	X	X
a corporate cabinets (yes, no)	no	yes	yes	yes	yes	yes	yes
b individual cabinets (yes, no, maybe)	yes	no	no	yes	yes	yes	yes
c ERK system (yes, no)	in process	in process	no	no	no	no	no
d DMS (yes, no)	no	no	yes	no	no	yes	no
e shared drive (yes, no)	yes	yes	yes	yes	yes	yes	yes
f task mgmt. (yes, no)	no	no	no	no	no	no	no
g hard drive (yes, no, maybe)	no	no	no	no	no	yes	maybe

	5	9	13	25	2	3	11
1 title/category (military, etc.)	Other Civilian Agency	Environment	Infrastructure	Infrastructure	Environment	Infrastructure	Other Civilian Agency
5 public agency website (yes,no)	yes	yes	yes	yes	yes	yes	yes
if yes - harvest (yes, no)	N/A	yes	?	?	?	?	?
9.5 Size of Agency	Very Small	Very Small	Very Small	Small	Medium	Medium	Medium
Size of Division							
h other (database, web-based)	no	no	no	no	yes	yes	no
32 Off-site storage (yes, no)	no	no	yes	no	no	yes	yes
yes - Suitland (paper, electronic, both)	X	X	paper	X	X	paper	X
yes - Other FRC (paper, electronic, both)	X	X	X	X	X	X	paper
yes - agency-controlled (paper, electronic, both)	X	X	X	X	X	X	X
yes - private (paper, electronic, both)	X	X	X	X	X	X	X
33 Filed electronically (official, duplicate, both)	official (in process) duplicate (shared drive)	official (in process), both (current)	duplicate	both	duplicate	duplicate	duplicate
a Product name (hummingbird, shared drive, etc)	Versatile Express/Zasio (in process), shared drive	MDY Advanced Technologies (in process)	EDR DMX, shared	shared drive	shared drive	WEBSIMS	shared drive
b DoD certified (yes, no, don't know)	no	yes (in process)	no	no	no	yes	no
c Why selected	X	X	X	X	X	X	X
cost benefit	yes (in process)	yes (in process)	yes	no	X	no	X
time savings	no	yes (in process)	no	yes	X	no	X
required by management	no	no	no	no	X	yes	X
modernization	no	yes (in process)	no	no	X	no	X
used by rest of agency	no	no	no	no	X	no	X
easy to use and learn	yes (in process)	no	no	yes	X	no	X
Other (category)	captures email (in process)	no	consistency of software development	easy access, less space	X	no	X
34 Corporate files (paper, electronic, both, no)	electronic	both	both	both	both	both	both
35 a Who files	X	X	X	X	X	X	X
Paper (PW, RS, Admin, everyone)	N/A	Admin	RS	Admin	PW, RS	Everyone - depends on office	Admin
Electronic (PW, RS, Admin, IT)	IT, PW (in process)	PW (in process)	PW, IT	Admin	RS, PW	Admin	PW
35 b How filed	X	X	X	X	X	X	X
Paper (file plan, disposition, both, no plan, "other")	no plan	both	file plan	other: date & type	both	depends, multiple plans	both
Electronic (file plan, disposition, both, no plan, "other")	other: subject	both (in process)	other: subject & data type	other: date & type	both	depends, multiple plans	no plan
36 Corporate electronic files	X	X	X	X	X	X	X
a who has access (all, management, RS, depends)	all	all (in process)	all	all	all	admin, depends on office	all, IT
b how accessed (icon, intranet, internet, "other")	icon	icon (in process)	icon	icon	icon	icon	icon
c regulation (open to all, workstation, ID/PW, "other")	ID/PW	ID/PW (in process)	ID/PW	workstations, ID/PW	workstations	ID/PW	ID/PW
privilege removal (category)	N/A	account terminated (in process)	?	CIO controlled	N/A	N/A	?
d format (read, r/w, depends)	r/w	read (in process)	depends	depends	r/w	read	r/w
e finding records (search, browse, request, particular data/search criteria already known, intuitive, consult file plan)	browse	search, browse (in process)	browse, search	browse	browse, file plan	special alert	browse, criteria, intuitive

	5	9	13	25	2	3	11
1 title/category (military, etc.)	Other Civilian Agency	Environment	Infrastructure	Infrastructure	Environment	Infrastructure	Other Civilian Agency
5 public agency website (yes,no)	yes	yes	yes	yes	yes	yes	yes
if yes - harvest (yes, no)	N/A	yes	?	?	?	?	?
9.5 Size of Agency	Very Small	Very Small	Very Small	Small	Medium	Medium	Medium
Size of Division							
effectiveness (A, B, C, D)	B	A (in process)	C	A	A	A	B
f equipment upgraded (yes, no, don't know)	yes	yes (in process)	yes	yes	N/A	yes	yes
yes - how often (6m, 1, 2-3, 4-5, 6plus, as necessary/needed)	1	5 years (in process)	2 to 3	don't know	N/A	as needed	as needed
g confidential/sensitive	X	X	X	X	X	X	X
all stored regardless (yes, no, don't know)	no	no	yes	no	no	no	electronic
electronic prohibited (yes, no, don't know)	no	no	no	no	yes	no	no
stored separately (yes, no, don't know)	yes	yes	no	yes	yes	yes	paper
h temporary electronic	X	X	X	X	X	X	X
how (flagged, disposition, adhoc, not deleted, don't know)	adhoc	flagged, disposition	adhoc	Not deleted	disposition	disposition	adhoc
who (PW, RS, automatically, don't know, depends)	PW	PW, Auto	network admin	Not deleted	RS	PW	PW
i destruction (delete, overwrite, physical, backups, log, "other", don't know, can't recover)	delete	delete	backups	N/A	delete, physical	delete	delete
j permanent electronic (flagged, with temp, separate, "other", don't know)	separate	flagged, with temp	N/A	no action	N/A	flagged	N/A
37 RK copies at individuals desks (yes, no) - see question #31b & #31g	yes	no	no	no	yes	yes	yes
b PW follows file plan (yes, no, don't know)	no	X	X	X	yes	yes	yes
c PW leaves office	X	X	X	X	X	X	X
reviewed	yes	X	X	X	X	yes	X
added to central files	X	X	X	X	X	X	yes
boxed up/held	yes	X	X	X	X	X	X
transferred to new employee	X	X	X	X	yes	yes	yes
destroyed	yes	X	X	X	X	yes	X
37.5 Email record (yes, no, don't know)	yes	yes	yes	yes	yes	yes	yes
38 email policy	X	X	X	X	X	X	X
type of policy followed (official agency, no official policy)	no official policy	no official policy	no official policy	no official policy	no official policy	official agency	official agency
policy criteria/criteria used	X	X	X	X	X	X	X
transitory clause	yes	X	X	X	X	X	X
meets the definition of a federal record	X	X	X	X	X	X	X
meets the definition of agency's classes of records	X	X	X	X	yes	X	X
requires action	X	X	X	X	X	yes	X
contains information of value	X	yes	X	X	X	X	X
relates to mission of office/agency	yes	X	X	X	X	X	yes
will be needed again	X	yes	X	X	X	X	X
documents an action	X	X	X	X	X	X	X
all e-mails kept for a specified time	X	X	X	X	X	X	X
record status is determined on a case-by-case basis	yes	yes	yes	yes	yes	yes	X
39 who decides email (PW, RS, "other")	PW	PW	PW	PW	PW	PW	PW
how do employees decide				X			X
judgement call based on content	yes	yes	yes	X	yes	yes	X
use definition of a record	X	X	X	X	X	X	yes

	5	9	13	25	2	3	11
1 title/category (military, etc.)	Other Civilian Agency	Environment	Infrastructure	Infrastructure	Environment	Infrastructure	Other Civilian Agency
5 public agency website (yes,no)	yes	yes	yes	yes	yes	yes	yes
if yes - harvest (yes, no)	N/A	yes	?	?	?	?	?
9.5 Size of Agency	Very Small	Very Small	Very Small	Small	Medium	Medium	Medium
Size of Division							
40 email format (electronic, paper, both)	paper	electronic	paper	electronic	paper	paper	paper
electronic - (email, DMS, ERK, "other")	X	ERK	X	shared	X	X	X
paper - (file plan, no plan, "other")	no plan	X	file plan	X	file plan	file plan	file plan
41 email record location (desks, harddrive, shared drive, central cabinets, email, ERK, other)	desks	ERK	central	shared	desks, central	desks, central	desks, central
42 email deletion (auto90, auto 120, auto180, adhoc, space, saved: archived, saved: backed up.)	space	adhoc, saved: archived	saved: archived, space	adhoc	varies	space	saved: archived, adhoc, auto120
43 email - PW leaves reviewed	X	X	deleted	N/A	X	X	X
printed and added to central paper files	yes	X	X	X	X	X	X
saved on shared drive	X	X	X	X	X	X	X
transferred to new employee	yes	X	X	X	yes	X	X
kept for a specific time	X	X	yes	X	X	X	X
deleted	yes	yes	yes	X	X	yes	yes
taken with	X	X	X	X	X	X	X
44 web content	X	X	X	X	X	X	X
federal public site (yes, no, don't know, at agency level)	yes	yes	yes	agency	yes	yes	yes
yes - content scheduled (yes, no, don't know)	no	no	yes	don't know	yes	no	no
45 who to contact at NARA (yes, no, don't know, agency RS, website)	website	yes	yes	agency RS	yes	agency RS	yes
46 ERK problems	X	X	X	X	X	X	X
Custom (category)	X	X	(for DMS) restricts workflow, not everyone uses it	(shared drive) user error	X	X	X
COTS (category)	integration w/current system, doesn't meet user needs	employee resistance, integration w/current system?	X	X	X	X	X
47 Why not an ERK	X	X	X	X	X	X	X
money (yes, no)	X	X	yes	no	yes	yes	yes
expertise (yes, no)	X	X	no	no	no	no	yes
unnecessary (yes, no)	X	X	no	yes	no	no	no
Other (category)	X	X	lack of personnel, not considered a priority by senior level staff	X	lack of quality products	waiting for agency-wide implementation	lack of agency standards

	5	9	13	25	2	3	11
1 title/category (military, etc.)	Other Civilian Agency	Environment	Infrastructure	Infrastructure	Environment	Infrastructure	Other Civilian Agency
5 public agency website (yes,no)	yes	yes	yes	yes	yes	yes	yes
if yes - harvest (yes, no)	N/A	yes	?	?	?	?	?
9.5 Size of Agency	Very Small	Very Small	Very Small	Small	Medium	Medium	Medium
Size of Division							
48 Barriers anticipated (category)	none	X	none	technical	learning, system design	organizational structure	learning, comfort
49 Advantages anticipated (category)	access, efficiency: RM	X	compliance, access	none	reduce paper, efficiency: program, automated disposition, DM	access	efficiency: RM, DM, reduce paper, e-mail, automatic disposition, efficiency: program
50 Plans for ERK? (yes, no, don't know)	yes	X	no	no	yes	no	yes
51 Planned ERK vendor (company or product name)	Versatile Express/Zasio	X	X	no	Documentum	X	File surf
52 Conferences (0-2, 3-4, 5plus, not sure)		2/2		1/0	2		1/3/4
Conference names (names of conferences)	RAYCO, ARMA	No names	Bridg	no names	Bridg, RAYCO?	white house conference	Rayco, SAA, Bridge
53 Communication (yes, no, don't know)	yes	yes	no	no	yes	yes	yes
Yes - how (phone, written, face-to-face, all)	meetings, listserv, conference	face-to-face, written	X	X	all	conferences	meetings, phone, conference, listserv
54 Helpful/Hindrance	X	X	X	X	X	X	X
Helpful (category)	?	?	?	?	?	?	?
Hindrance (category)	none?	none?	?	?	?	?	no
55 Other Comments (yes, no)	yes	no	no	no	no	yes	yes-lots

	14	17	22	8	1	6	10
1 title/category (military, etc.)	Defense and International Relations	Infrastructure	Environment	Infrastructure	Environment	Infrastructure	Other Civilian Agency
5 public agency website (yes,no)	yes	yes	yes	yes	yes	yes	yes
if yes - harvest (yes, no)	?	?	?	?	yes	N/A	?
9.5 Size of Agency	Medium	Medium	Medium	Medium	Large	Large	Large
Size of Division	Small	Medium	Medium	Large	Medium	Medium	Medium
12 Records series categories (correspondence, publications, policy, personnel, etc)	Program Operation	Program Operation	Program Management, Program Operation, Information Services	Program Operation	Program Operation, Program Management	Administrative, Program Management, Program Operation, Information Services	Administrative, Program Operation
13 Date span (earliest date)	2000	1950s	1940	1986-87	1987	1970's	1994
14 Most Important (category from 12 or ALL)	Program Operation	all	Program Operation	All	Program Operation	Administrative, Program Operation	Program Operation
15 Sent to other offices	PDB and SEIB	none	none	no?	?	?	correspondence, FOIA?
16 RM program	X	X	X	X	X	X	X
a written policy (in process, agency-wide, office specific, combination agency/office , no)	yes	yes	yes	yes	combination	yes	agency-wide
b ER written policy (yes, no, in process, office specific)	no	yes (vaguely)	yes	no	yes	yes	office specific
c ISO 15489 (yes, no, don't know)	yes	don't know	don't know	don't know	don't know	don't know	don't know
d training (yes, no, intermittent)	no	no	yes	no	intermittent	yes	yes
e IT expert (yes, no, outside IT support)	no	outside support	outside IT support	no	outside IT support	outside IT support	no
f hold orders (yes, no, N/A, agency)	yes	yes	yes	N/A	agency	N/A	yes
g ER hold orders (yes, no, N/A, agency)	no	no	yes	don't know	agency	N/A	yes
h disaster plan (yes, no, part of coop)	yes	part of coop	don't know	part of coop	yes	yes	in process
i schedules (yes, no, in process)	yes	yes	yes	yes	yes	yes	yes
currently using (yes or no)	yes	yes	yes	no	yes	yes	yes
j inactive storage	yes	yes	yes	no	yes	yes	no
k permanent archiving	yes	yes	yes	no	yes	yes	yes
17 NARA training (yes, no)	no	yes	yes	no	yes	yes	yes
yes - usefulness (day, intermediate, long-term, all, none, other: networking, other: General RM)	X	long-term	other: general RM	X	all	none	intermediate, long-term
18 targeted assistance (yes, no, don't know, other project)	no	no	yes	no	other project	no	yes
			specific ERM needs				system design
19 accountability/enforcement	X	X	X	X	X	X	X
evaluations (yes, informal, no, no-considering)	yes	no	yes	don't know	yes	no-considering	no
rewards (yes, no, no-considering)	no	no	no	no	yes	no	yes
IG (yes, no, no-considering)	yes	yes	no	don't know	no	no	no
20 mission (yes, no, don't know)	yes	no	yes	don't know	yes	yes	yes
21 linkage	X	X	X	X	X	X	X
a budget (yes, no, part of IT, part of other)	yes	yes	don't know	N/A	part of other	yes	part of other
b high-ranking (high-ranking=13+, mid-ranking=11/12)	yes	no	high-ranking-GS13/14	N/A	mid-ranking-GS 11/12	no	no
c IT development (yes, no)	no	yes	don't know	N/A	yes	no	yes
d FMFIA-1982 (yes, no, don't know)	no	yes	don't know	N/A	yes	don't know	don't know
c GPRA-1993 (yes, no, don't know)	no	no	don't know	N/A	yes	yes	no
d ITMRA-1996 (yes, no, don't know)	no	don't know	don't know	N/A	yes	don't know	don't know
22 File plan (yes office, yes agency, no, I don't know)	yes	yes	yes	yes	yes office	yes office	yes
yes - copy viewed (yes, no)	no	no	yes	no	yes	yes	yes
includes file code/classification number (yes, no)	X	X	yes	X	no	yes	yes

	14	17	22	8	1	6	10
1 title/category (military, etc.)	Defense and International Relations	Infrastructure	Environment	Infrastructure	Environment	Infrastructure	Other Civilian Agency
5 public agency website (yes,no)	yes	yes	yes	yes	yes	yes	yes
if yes - harvest (yes, no)	?	?	?	?	yes	N/A	?
9.5 Size of Agency	Medium	Medium	Medium	Medium	Large	Large	Large
Size of Division	Small	Medium	Medium	Large	Medium	Medium	Medium
includes title of records (yes, no)	X	X	yes	X	yes	yes	yes
includes description of records (yes, no)	X	X	yes	X	yes	no	yes
includes location of records (yes, no)	X	X	no	X	yes	no	no
includes disposition (yes, no)	X	X	yes	X	no	no	no
references disposition schedule (yes, no)	X	X	yes	X	no	no	no
original yes - references disposition (yes, no, don't know)	yes	no	yes	no	yes	no	no
no - disposition (yes, no)	X	X	yes	no	X	yes	yes
23 Records schedules (GRS, unique, combo)	unique	combo	unique	unique	combo	combo	combo
24 Flexible scheduling (A, B, C, D)	B	A	A	A	D	B	B
25 Maintenance (paper, electronic, combo)	combo	combo	combo	combo	combo	combo	combo
Maintenance differences (interviewees original response)	combo	paper	combo	combo	combo	combo	combo
25.5 paper copies (yes, no, don't know)	yes	no	yes	yes	yes	yes	yes
26 yes - medium (digital-typed, digital-scanned, CD, a microform)	digital-scanned	X	digital-scanned	digital-scanned	digital-typed, digital-scanned	digital-scanned	digital-scanned
b yes - keep paper (yes, no, depends)	yes	X	yes	yes	yes	yes	yes
c yes - integrated with born digital (yes, no)	no	X	no	yes	yes	no	yes
d yes - disposition for digitized (category)	none	X	none	none	same as paper	according to schedule-temporary	same as paper
27 electronic copies (yes, no, don't know)	yes	yes	no	yes	yes	yes	yes
yes - medium (digital, paper, removable media-CD, DVD, zip disk, backup tape)	paper	paper	X	paper, removable media-backup	paper, removable media-CD	paper	paper, removable media-CD, digital
yes - keep electronic (yes, no)	yes	N/A	X	yes	yes	yes	yes
28 Originals	X	X	X	X	X	X	X
why paper kept (category)	recordkeeping copy	N/A	recordkeeping copy	comfort, track versions	original saved regardless of format, cater to users	N/A	dual system
why electronic kept (category)	reference	N/A	X	N/A	original saved regardless of format, cater to users	convenience, reference	dual system
29 Recordkeeping copy designation (category)	paper	paper	paper	latest version	original	paper	dual system
29.5 Media neutral scheduling (yes, no)	no	no	no	no	yes	no	no
30 Databases (yes, no, don't know)	yes	yes	no	yes	yes	yes	yes
yes - disposition (yes, no, don't know)	no	don't know	X	no	yes	no	yes
31 Where filed	X	X	X	X	X	X	X
a corporate cabinets (yes, no)	yes	yes	yes	yes	yes	yes	yes
b individual cabinets (yes, no, maybe)	no	maybe	no	no	maybe	yes	no
c ERK system (yes, no)	no	no	no	no	no	no	In process
d DMS (yes, no)	yes	no	no	yes	no	no	no
e shared drive (yes, no)	yes	yes	no	yes	yes	yes	yes
f task mgmt. (yes, no)	no	no	no	no	no	no	no
g hard drive (yes, no, maybe)	no	no	no	maybe	no	maybe	no

	14	17	22	8	1	6	10
1 title/category (military, etc.)	Defense and International Relations	Infrastructure	Environment	Infrastructure	Environment	Infrastructure	Other Civilian Agency
5 public agency website (yes,no)	yes	yes	yes	yes	yes	yes	yes
if yes - harvest (yes, no)	?	?	?	?	yes	N/A	?
9.5 Size of Agency	Medium	Medium	Medium	Medium	Large	Large	Large
Size of Division	Small	Medium	Medium	Large	Medium	Medium	Medium
h other (database, web-based)	no	no	Correspondence Management System (CMS)	no	database	no	custom optical imaging system
32 Off-site storage (yes, no)	yes	yes	yes	no	yes	yes	no
yes - Suitland (paper, electronic, both)	X	paper	paper	X	paper	paper	X
yes - Other FRC (paper, electronic, both)	X	X	X	X	both	X	X
yes - agency-controlled (paper, electronic, both)	paper	X	X	X	X	X	X
yes - private (paper, electronic, both)	X	X	X	X	X	X	X
33 Filed electronically (official, duplicate, both)	duplicate	duplicate	duplicate	official	official	duplicate	official
a Product name (hummingbird, shared drive, etc)	PERMS	Stellant (2006)	Correspondence Management System (CMS)	NOS MOA	shared drive, database	shared drive	NMS Imaging System plus OTG application extender
b DoD certified (yes, no, don't know)	yes	don't know	no	no	no	no	no
c Why selected	X	X	X	X	X	X	X
cost benefit	no	yes	no	no	X	X	no
time savings	no	no	no	yes	X	X	no
required by management	yes	no	no	yes	X	X	no
modernization	no	no	no	yes	X	X	yes
used by rest of agency	no	yes	no	no	X	X	no
easy to use and learn	no	no	yes	no	X	X	no
Other (category)	no	no	easy to track correspondence	no	X	X	bid proposal
34 Corporate files (paper, electronic, both, no)	both	paper	paper	both	both	both	both
35 a Who files	X	X	X	X	X	X	X
Paper (PW, RS, Admin, everyone)	RS	PW	RS	PW, Admin	everyone	PW, Admin	RS, Admin
Electronic (PW, RS, Admin, IT)	RS	PW	RS	PW	everyone	PW, Admin	RS
35 b How filed	X	X	X	X	X	X	X
Paper (file plan, disposition, both, no plan, "other")	both	file plan	both	other: agreement/item no.	file plan, other: media type	file plan	file plan
Electronic (file plan, disposition, both, no plan, "other")	both	other: teams & function	both	other: agreement/item no.	file plan, other: media type	file plan	file plan
36 Corporate electronic files	X	X	X	X	X	X	X
a who has access (all, management, RS, depends)	RS	all	all	depends	depends	all	all
b how accessed (icon, intranet, internet, "other")	other: file browser	internet/network	icon	intranet	icon	icon	icon
c regulation (open to all, workstation, ID/PW, "other")	ID/PW	ID/PW	workstation	ID/PW	ID/PW?	open to all	ID/PW, set levels of access?
privilege removal (category)	Data admin.	IT dept	deleted by Rec. liaison	account locked	IT admin?	N/A	RS administrator deletes accounts
d format (read, r/w, depends)	read	r/w	depends	read	depends	read	depends
e finding records (search, browse, request, particular data/search criteria already known, intuitive, consult file plan)	N/A	search, browse	search	search, criteria	browse, file plan	browse, file plan	search, criteria known

	14	17	22	8	1	6	10
1 title/category (military, etc.)	Defense and International Relations	Infrastructure	Environment	Infrastructure	Environment	Infrastructure	Other Civilian Agency
5 public agency website (yes,no)	yes	yes	yes	yes	yes	yes	yes
if yes - harvest (yes, no)	?	?	?	?	yes	N/A	?
9.5 Size of Agency	Medium	Medium	Medium	Medium	Large	Large	Large
Size of Division	Small	Medium	Medium	Large	Medium	Medium	Medium
effectiveness (A, B, C, D)	don't know	B	A	B	A	A	B
f equipment upgraded (yes, no, don't know)	yes	yes	yes	yes	yes	yes	yes
yes - how often (6m, 1, 2-3, 4-5, 6plus, as necessary/needed)	as needed	as needed/continually	2 to 3	1	as needed	don't know	as needed
g confidential/sensitive	X	X	X	X	X	X	X
all stored regardless (yes, no, don't know)	N/A	no	N/A	N/A	N/A	no	yes
electronic prohibited (yes, no, don't know)	N/A	no	N/A	X	N/A	don't know	no
stored separately (yes, no, don't know)	N/A	yes	N/A	X	N/A	yes	no
h temporary electronic	X	X	X	X	X	X	X
how (flagged, disposition, adhoc, not deleted, don't know)	flagged, disposition	disposition??, adhoc	?	N/A	disposition	disposition	disposition
who (PW, RS, automatically, don't know, depends)	RS	PW	RS	N/A	PW, depends	PW	RS
i destruction (delete, overwrite, physical, backups, log, "other", don't know, can't recover)	DB admin says so	physical	delete, physical	N/A - nothing deleted	can't recover	delete	delete, physical, deleted from tracking (triple system)
j permanent electronic (flagged, with temp, separate, "other", don't know)	with temp.	N/A	flagged	no action	separate	don't know	with temp
37 RK copies at individuals desks (yes, no) - see question #31b & #31g	no	no	no	no	yes	yes	no
b PW follows file plan (yes, no, don't know)	X	X	X	X	yes	yes	X
c PW leaves office	X	X	X	X	X	X	X
reviewed	X	X	X	X	X	yes	X
added to central files	X	yes	X	X	yes	X	X
boxed up/held	X	X	X	X	X	yes	X
transferred to new employee	X	X	X	X	yes	X	X
destroyed	X	X	X	X	X	X	X
37.5 Email record (yes, no, don't know)	yes	yes	no	yes	yes	yes	yes
38 email policy	X	X	X	X	X	X	X
type of policy followed (official agency, no official policy)	no official policy?	official agency	don't know	official agency	official agency	official agency	official policy
policy criteria/criteria used	X	X	X	X	X	X	X
transitory clause	yes	X	X	yes	yes	yes	X
meets the definition of a federal record	X	X	X	yes	yes	yes	X
meets the definition of agency's classes of records	yes	X	X	X	X	X	yes
requires action	X	X	X	yes	X	X	X
contains information of value	X	X	X	yes	X	X	X
relates to mission of office/agency	X	X	X	X	X	X	yes
will be needed again	X	X	X	X	X	X	X
documents an action	X	X	X		x		yes
all e-mails kept for a specified time	X	X	X	X	X	X	X
record status is determined on a case-by-case basis	X	X	X	X	X	X	yes
39 who decides email (PW, RS, "other")	PW	PW	PW	PW	PW	PW	PW, RS, Admin monitors Mgmt. msgs.
how do employees decide	X	X	X				
judgement call based on content	yes	X	X	X	X	X	yes
use definition of a record	X	X	X	X	X	X	X

	14	17	22	8	1	6	10
1 title/category (military, etc.)	Defense and International Relations	Infrastructure	Environment	Infrastructure	Environment	Infrastructure	Other Civilian Agency
5 public agency website (yes,no)	yes	yes	yes	yes	yes	yes	yes
if yes - harvest (yes, no)	?	?	?	?	yes	N/A	?
9.5 Size of Agency	Medium	Medium	Medium	Medium	Large	Large	Large
Size of Division	Small	Medium	Medium	Large	Medium	Medium	Medium
40 email format (electronic, paper, both)	both	paper	paper	paper	paper	paper	both
electronic - (email, DMS, ERK, "other")	email	X	X	X	X	X	other: imaging system
paper - (file plan, no plan, "other")	no plan	file plan	no plan	file plan	file plan	file plan	file plan
41 email record location (desks, harddrive, shared drive, central cabinets, email, ERK, other)	?	central	desks, harddrive	central	central	desks, central, shared	other: imaging system, central cabinets
42 email deletion (auto90, auto 120, auto180, adhoc, space, saved: archived, saved: backed up.)	saved: archived, adhoc	auto90	saved: archived, space, after printed	adhoc	saved: backed up, space limit	auto90/180, space	space limit, 90days, 6mos
43 email - PW leaves	X	X	don't know	X	X	X	X
reviewed	X	X	X	yes	yes	X	X
printed and added to central paper files	X	X	X	X	X	X	X
saved on shared drive	X	X	X	X	X	yes	X
transferred to new employee	yes	X	X	X	yes	X	X
kept for a specific time	X	X	X	yes	X	X	X
deleted	yes	yes	X	X	yes	X	yes
taken with	X	X	X	X	X	X	X
44 web content	X	X	X	X	X	X	X
federal public site (yes, no, don't know, at agency level)	agency	yes	no	agency	yes	yes	yes
yes - content scheduled (yes, no, don't know)	no	don't know	no	don't know	yes	no	no
45 who to contact at NARA (yes, no, don't know, agency RS, website)	agency RS	website	agency RS	agency RS	agency RS	yes	website, agency RS
46 ERK problems	X	X	X	X	X	X	X
Custom (category)	not everyone uses it	X	employee resistance, security	employee resistance, searching, migration, no system documentation, slow	X	X	media obsolescence, hardware obsolescence, metadata, doesn't meet user needs, restricts workflow
COTS (category)	X	integration w/current system	X	X	X	X	X
47 Why not an ERK	X	X	X	X	X	X	X
money (yes, no)	X	X	yes	X	X	yes	X
expertise (yes, no)	X	X	no	X	X	no	X
unnecessary (yes, no)	X	X	no	X	X	no	X
Other (category)	X	X	lack of personnel	X	agency moratorium	currently investigating products, pilot projects not successful	X

	14	17	22	8	1	6	10
1 title/category (military, etc.)	Defense and International Relations	Infrastructure	Environment	Infrastructure	Environment	Infrastructure	Other Civilian Agency
5 public agency website (yes,no)	yes	yes	yes	yes	yes	yes	yes
if yes - harvest (yes, no)	?	?	?	?	yes	N/A	?
9.5 Size of Agency	Medium	Medium	Medium	Medium	Large	Large	Large
Size of Division	Small	Medium	Medium	Large	Medium	Medium	Medium
48 Barriers anticipated (category)	none	comfort, user resistance	none	none	cost, structure of organization, user resistance	cost, organizational structure, technical	comfort
49 Advantages anticipated (category)	none	appreciation for RM, efficiency: program, reduce paper	efficiency: RM, reduce paper, access, automatic disposition, efficiency: program	access, technical	reduce paper	appreciation of RM, efficiency: RM	efficiency: program, efficiency: RM
50 Plans for ERK? (yes, no, don't know)	?	yes	no	no	don't know	yes	yes
51 Planned ERK vendor (company or product name)	?	Stellant (2006)	X	X	X	Documentum & Hummingbird	SERCH system
52 Conferences (0-2, 3-4, 5plus, not sure)	2	1	1	0	2	2	3/4
Conference names (names of conferences)	ARMA, MERCE	Rayco	don't know	No names	X	No names	no names
53 Communication (yes, no, don't know)	no	no	no	no	yes	yes	no
Yes - how (phone, written, face-to-face, all)	X	X	X	X	all	all	X
54 Helpful/Hindrance	X	X	X	X	X	X	X
Helpful (category)	?	?	?	?	?	?	?
Hindrance (category)	unique	?	none	?	?	none?	?
55 Other Comments (yes, no)	no	yes	no	no	yes	yes	yes

	15	23	18	12	21	24	26
1 title/category (military, etc.)	Environment	Other Civilian Agency	Defense and International Relations	Defense and International Relations	Defense and International Relations	Defense and International Relations	Defense and International Relations
5 public agency website (yes,no)	yes	yes	yes	yes	yes	yes	yes
if yes - harvest (yes, no)	?	?	?	?	?	?	X
9.5 Size of Agency	Large	Large	Large	Large	Large	Large	Medium
Size of Division	Medium	Medium	Medium	Large	Large	Large	Small
12 Records series categories (correspondence, publications, policy, personnel, etc)	Program Operation	Program Operation	Program Operation	Administrative, Program Management, Information Services	Administrative, Program Management, Program Operation	Administrative, Program Operation, Information Services	Administrative, Program Operation, Information Services
13 Date span (earliest date)	1995	1991	1950	1990s	1960's	2004	2003
14 Most Important (category from 12 or ALL)	don't know	Program Operation	Program Operation	Program Management	Program Management, Program Operation	all	all
15 Sent to other offices	?	ready for release report	?	project files	?	web files	almost all
16 RM program	X	X	X	X	X	X	X
a written policy (in process, agency-wide, office specific, combination agency/office , no)	yes	agency	agency	yes	yes	yes	agency
b ER written policy (yes, no, in process, office specific)	yes	yes	yes	yes	yes	yes	yes
c ISO 15489 (yes, no, don't know)	don't know	don't know	don't know	yes	don't know	don't know	don't know
d training (yes, no, intermittent)	intermittent	intermittent	intermittent	yes	yes	yes	yes
e IT expert (yes, no, outside IT support)	no	outside IT support	yes	yes	outside IT support	outside IT support	no
f hold orders (yes, no, N/A, agency)	yes	no	no	no	yes	yes-FOIA	yes
g ER hold orders (yes, no, N/A, agency)	yes	no	no	no	yes	yes	yes
h disaster plan (yes, no, part of coop)	no	in process	yes	no	yes	yes	yes
i schedules (yes, no, in process)	yes	yes	yes	yes	yes	yes	yes
currently using (yes or no)	yes	yes	yes	yes	yes	yes	yes
j inactive storage	yes	yes	yes	N/A	yes	yes	yes
k permanent archiving	yes	yes	yes	N/A	yes	yes	yes
17 NARA training (yes, no)	yes	no	no	yes	yes	no	no
yes - usefulness (day, intermediate, long-term, all, none, other: networking, other: General RM)	long-term	X	X	none	all	X	X
18 targeted assistance (yes, no, don't know, other project)	no	yes	no	no	no	don't know	no
		scheduling ER			X		
19 accountability/enforcement	X	X	X	X	X	X	X
evaluations (yes, informal, no, no-considering)	no	yes	no	yes	yes	yes	no
rewards (yes, no, no-considering)	no	no	no	no	yes	no	yes
IG (yes, no, no-considering)	no	no	no	no	yes	no	yes
20 mission (yes, no, don't know)	yes	yes	yes	yes	yes	yes	yes
21 linkage	X	X	X	X	X	X	X
a budget (yes, no, part of IT, part of other)	no	yes	no	yes	yes	no	yes
b high-ranking (high-ranking=13+, mid-ranking=11/12)	no	no	high-ranking-GS13	high-ranking-GS13/14	mid-ranking	yes	yes
c IT development (yes, no)	no	yes	yes	yes	yes	no	yes
d FMFIA-1982 (yes, no, don't know)	don't know	don't know	don't know	don't know	don't know	don't know	don't know
c GPRA-1993 (yes, no, don't know)	yes	don't know	no	don't know	yes	don't know	yes
d ITMRA-1996 (yes, no, don't know)	don't know	don't know	don't know	don't know	yes	don't know	don't know
22 File plan (yes office, yes agency, no, I don't know)	yes agency	yes	agency	yes	yes	yes	yes
yes - copy viewed (yes, no)	yes	yes	yes	yes	no	yes	yes
includes file code/classification number (yes, no)	yes	yes	yes	yes	X	yes	yes

	15	23	18	12	21	24	26
	Environment	Other Civilian Agency	Defense and International Relations				
1 title/category (military, etc.)	Environment	Other Civilian Agency	Defense and International Relations				
5 public agency website (yes,no)	yes	yes	yes	yes	yes	yes	yes
if yes - harvest (yes, no)	?	?	?	?	?	?	X
9.5 Size of Agency	Large	Large	Large	Large	Large	Large	Medium
Size of Division	Medium	Medium	Medium	Large	Large	Large	Small
includes title of records (yes, no)	yes	yes	yes	yes	X	yes	yes
includes description of records (yes, no)	yes	yes	yes	no	X	no	yes
includes location of records (yes, no)	no	no	no	yes	X	no	no
includes disposition (yes, no)	yes	yes	yes	no	X	no	no
references disposition schedule (yes, no)	yes	yes	yes	yes	X	yes	yes
original yes - references disposition (yes, no, don't know)	yes	yes	yes	yes	yes	yes	yes
no - disposition (yes, no)	yes	yes	X	X	X	X	X
23 Records schedules (GRS, unique, combo)	combo	combo	unique	GRS	unique	unique	combo
24 Flexible scheduling (A, B, C, D)	C	A	A	N/A	D	A	B
25 Maintenance (paper, electronic, combo)	combo	combo	combo	combo	combo	combo	combo
Maintenance differences (interviewees original response)	combo	combo	combo	combo	combo	paper	combo
25.5 paper copies (yes, no, don't know)	yes	no	yes	yes	yes	yes	no
yes - medium (digital-typed, digital-scanned, CD, a microform)	digital-scanned	X	digital-scanned	digital-scanned	digital-scanned, microform	digital-scanned	X
b yes - keep paper (yes, no, depends)	yes	X	yes	no	depends	yes	X
c yes - integrated with born digital (yes, no)	no	X	yes	yes	yes	yes	X
d yes - disposition for digitized (category)	same as paper	X	same as paper	according to schedule	same as paper	deleted when no longer needed	X
27 electronic copies (yes, no, don't know)	yes	yes	no	yes	yes	yes	yes
yes - medium (digital, paper, removable media-CD, DVD, zip disk, backup tape)	paper	paper, removable media-CD	X	removable media-DVD, disk	paper	paper, removable media-CD	paper
yes - keep electronic (yes, no)	yes - sometimes	yes	X	no	yes - depends	yes	yes
28 Originals	X	X	X	X	X	X	X
why paper kept (category)	N/A	recordkeeping copy	backup	X	N/A	N/A	N/A
why electronic kept (category)	convenience, laziness	reference, convenience, cater to users, post on website	X	convenience, recordkeeping copy	N/A	convenience	convenience, storage, post on website
29 Recordkeeping copy designation (category)	paper	paper (formal), latest version (informal)	in ERK	electronic except pay records	presence in official folder	paper	original signature
29.5 Media neutral scheduling (yes, no)	no	no	no	no	yes	no	no
30 Databases (yes, no, don't know)	no	yes	yes	yes	no	yes	yes
yes - disposition (yes, no, don't know)	X	no	no	N/A	X	no	no
31 Where filed	X	X	X	X	X	X	X
a corporate cabinets (yes, no)	yes	yes	yes	yes	yes	yes	yes
b individual cabinets (yes, no, maybe)	yes	no	no	no	maybe	yes	yes
c ERK system (yes, no)	no	no	yes	no	no	no	no
d DMS (yes, no)	no	no	no	in process	no	in process	no
e shared drive (yes, no)	yes	yes	no	yes	yes	yes	yes
f task mgmt. (yes, no)	no	no	no	no	no	no	no
g hard drive (yes, no, maybe)	maybe	no	no	yes	maybe	yes	no

	15	23	18	12	21	24	26
	Environment	Other Civilian Agency	Defense and International Relations	Defense and International Relations	Defense and International Relations	Defense and International Relations	Defense and International Relations
1 title/category (military, etc.)	Environment	Other Civilian Agency	Defense and International Relations	Defense and International Relations	Defense and International Relations	Defense and International Relations	Defense and International Relations
5 public agency website (yes,no)	yes	yes	yes	yes	yes	yes	yes
if yes - harvest (yes, no)	?	?	?	?	?	?	X
9.5 Size of Agency	Large	Large	Large	Large	Large	Large	Medium
Size of Division	Medium	Medium	Medium	Large	Large	Large	Small
h other (database, web-based)	no	no	no	web	no	no	no
32 Off-site storage (yes, no)	yes	yes	?	no	yes	yes	yes
yes - Suitland (paper, electronic, both)	paper	paper	?	X	X	X	X
yes - Other FRC (paper, electronic, both)	X	X	?	X	X	X	paper
yes - agency-controlled (paper, electronic, both)	X	X	?	X	Fort Belvoir	paper	X
yes - private (paper, electronic, both)	X	X	?	X	X	X	X
33 Filed electronically (official, duplicate, both)	duplicate	duplicate	official	official	official	duplicate	duplicate
a Product name (hummingbird, shared drive, etc)	shared drive	X	MISLE	shared drive, Air Force ERM Solution (in process)	shared drive	Air Force ERM solution (in process), shared drive	shared drive
b DoD certified (yes, no, don't know)	no	X	yes	no, yes	no	don't know, no	no
c Why selected	X	X	X	X	X	X	X
cost benefit	X	X	no	X	X	no (in process)	X
time savings	X	X	no	X	X	no (in process)	X
required by management	X	X	no	X	X	yes (in process)	X
modernization	X	X	no	X	X	no (in process)	X
used by rest of agency	X	X	no	X	X	yes (in process)	X
easy to use and learn	X	X	no	X	X	no (in process)	X
Other (category)	X	x	unique	X	X	no choice (in process)	X
34 Corporate files (paper, electronic, both, no)	both	paper	both	both	both	both	both
35 a Who files	X	X	X	X	X	X	X
Paper (PW, RS, Admin, everyone)	PW	PW	RS	PW	PW	RS	Admin
Electronic (PW, RS, Admin, IT)	PW	PW	PW	PW	PW	PW	PW
35 b How filed	X	X	X	X	X	X	X
Paper (file plan, disposition, both, no plan, "other")	both	other: document no. & year	both	both	both	file plan	other: TAGS
Electronic (file plan, disposition, both, no plan, "other")	no plan	no plan	both	both	both	file plan	other: TAGS
36 Corporate electronic files	X	X	X	X	X	X	X
a who has access (all, management, RS, depends)	all	all	most	all	all - except restricted items	all	all
b how accessed (icon, intranet, internet, "other")	icon	icon	intranet	icon, intranet	icon	icon	icon
c regulation (open to all, workstation, ID/PW, "other")	ID/PW, open to all?	ID/PW	ID/PW	ID/PW	ID/PW	ID/PW	open to all
privilege removal (category)	N/A	IT dept.	supv. Requested, deleted after 90 days	IT dept.	system admin	IT dept.	?
d format (read, r/w, depends)	r/w	read	r/w	r/w	depends	depends	r/w
e finding records (search, browse, request, particular data/search criteria already known, intuitive, consult file plan)	browse	browse, criteria	search	search, browse, file plan	browse, criteria known	browse, request, criteria	search, browse, special request

	15	23	18	12	21	24	26
	Environment	Other Civilian Agency	Defense and International Relations				
1 title/category (military, etc.)	Environment	Other Civilian Agency	Defense and International Relations				
5 public agency website (yes,no)	yes	yes	yes	yes	yes	yes	yes
if yes - harvest (yes, no)	?	?	?	?	?	?	X
9.5 Size of Agency	Large	Large	Large	Large	Large	Large	Medium
Size of Division	Medium	Medium	Medium	Large	Large	Large	Small
effectiveness (A, B, C, D)	C	A	A	A	B	C	C
f equipment upgraded (yes, no, don't know)	yes	don't know	no, new	yes	yes	yes	yes
yes - how often (6m, 1, 2-3, 4-5, 6plus, as necessary/needed)	don't know	don't know	X	3 or 4	as needed	continual	don't know
g confidential/sensitive	X	X	X	X	X	X	X
all stored regardless (yes, no, don't know)	no	yes	no	no	no	no	no
electronic prohibited (yes, no, don't know)	no	no	yes	no	no	no	yes
stored separately (yes, no, don't know)	no	no	n	yes	yes, paper and electronic	yes	yes?
h temporary electronic	X	X	X	X	X	X	X
how (flagged, disposition, adhoc, not deleted, don't know)	adhoc	not deleted	disposition, adhoc (some)	N/A	disposition	adhoc	?
who (PW, RS, automatically, don't know, depends)	PW	X	PW, DB Admin	N/A	PW	RS	PW, IT
i destruction (delete, overwrite, physical, backups, log, "other", don't know, can't recover)	delete	N/A	delete, backup	delete, physical	delete, can't recover	delete	delete
j permanent electronic (flagged, with temp, separate, "other", don't know)	NA - no perm, but would separate	N/A	with temp.	NA - no perm	N/A - no perm	N/A - no perm	N/A
37 RK copies at individuals desks (yes, no) - see question #31b & #31g	yes	no	yes	yes	yes	yes	yes
b PW follows file plan (yes, no, don't know)	don't know ("probably")	X	yes	yes	yes	yes, paper - don't know, elec	yes
c PW leaves office	X	X	X	N/A	X	X	X
reviewed	X	X	X	X	X	X	X
added to central files	X	X	yes	X	yes	yes	X
boxed up/held	X	X	X	X	X	X	X
transferred to new employee	yes	X	yes	X	X	X	yes
destroyed	X	X	X	X	X	X	X
37.5 Email record (yes, no, don't know)	yes	yes	no	yes	yes	no	yes
38 email policy	X	X	X	X	X	X	X
type of policy followed (official agency, no official policy)	official agency	official agency	official agency	no official policy	official agency	X	official agency
policy criteria/criteria used	X	X	X	X	X	X	X
transitory clause	no	X	X	yes?	X	X	yes
meets the definition of a federal record	yes	yes	X	X	X	X	yes
meets the definition of agency's classes of records	X	X	X	X	yes	X	X
requires action	X	X	X	X	X	X	X
contains information of value	X	X	X	yes	X	X	X
relates to mission of office/agency	X	X	X	X	X	X	X
will be needed again	X	X	X	X	X	X	X
documents an action	X	X	X	X	X	X	X
all e-mails kept for a specified time	X	X	X	X	X	X	X
record status is determined on a case-by-case basis	X	X	X	yes	X	X	X
39 who decides email (PW, RS, "other")	PW	PW	PW	PW	PW	X	PW
how do employees decide	X	X	X		X	X	X
judgement call based on content	X	X	X	yes	yes	X	yes
use definition of a record	yes	X	X	X	X	X	yes

	15	23	18	12	21	24	26
	Environment	Other Civilian Agency	Defense and International Relations	Defense and International Relations	Defense and International Relations	Defense and International Relations	Defense and International Relations
1 title/category (military, etc.)	Environment	Other Civilian Agency	Defense and International Relations	Defense and International Relations	Defense and International Relations	Defense and International Relations	Defense and International Relations
5 public agency website (yes,no)	yes	yes	yes	yes	yes	yes	yes
if yes - harvest (yes, no)	?	?	?	?	?	?	X
9.5 Size of Agency	Large	Large	Large	Large	Large	Large	Medium
Size of Division	Medium	Medium	Medium	Large	Large	Large	Small
40 email format (electronic, paper, both)	paper	both	X	electronic	both	paper	paper
electronic - (email, DMS, ERK, "other")	X	email	X	email, shared	email	X	X
paper - (file plan, no plan, "other")	file plan	no plan	X	X	file plan	sometimes file plan	file plan
41 email record location (desks, harddrive, shared drive, central cabinets, email, ERK, other)	desks, central	central	X	harddrive, shared	email, central cabinets, shared drive, other: electronic archives, desks	X	desks, central
42 email deletion (auto90, auto 120, auto180, adhoc, space, saved: archived, saved: backed up.)	adhoc, space, auto90	adhoc, space	adhoc, space	space?? Check tape	adhoc	space	space, auto180
43 email - PW leaves	don't know - IT Respons	IT function	X	deleted?	X	X	X
reviewed	X	X	X		yes	X	yes
printed and added to central paper files	X	X	X		X	X	yes
saved on shared drive	X	X	X		X	X	X
transferred to new employee	X	yes	X		X	X	X
kept for a specific time	X	X	X		X	X	X
deleted	X	X	yes		yes	yes	X
taken with	X	X	X	X	X	yes	X
44 web content	X	X	X	X	X	X	X
federal public site (yes, no, don't know, at agency level)	no	yes	no	N/A	no	yes	agency
yes - content scheduled (yes, no, don't know)	no	no	no	N/A	no	don't know	no?
45 who to contact at NARA (yes, no, don't know, agency RS, website)	yes (goes to Archives?)	agency RS	agency RS	agency RS	yes, website	don't know	website
46 ERK problems	X	X	X	X	X	X	X
Custom (category)	X	X	categories	X	X	X	X
COTS (category)	X	X	X	X	X	X	X
47 Why not an ERK	X	X	X	X	X	X	X
money (yes, no)	yes	yes	X	X	yes	no	no
expertise (yes, no)	no	no	X	X	no	no	no
unnecessary (yes, no)	no	yes	X	X	yes	no	no
Other (category)	agency moritorium, waiting for agency-wide implementation, pilot project not successful	not considered a priority by IT	X	currently implementing agency-wide	X	not handed down by agency, lack of quality products	lack of agency standards, waiting for agency-wide implementation

	15	23	18	12	21	24	26
	Environment	Other Civilian Agency	Defense and International Relations	Defense and International Relations	Defense and International Relations	Defense and International Relations	Defense and International Relations
1 title/category (military, etc.)	Environment	Other Civilian Agency	Defense and International Relations	Defense and International Relations	Defense and International Relations	Defense and International Relations	Defense and International Relations
5 public agency website (yes,no)	yes	yes	yes	yes	yes	yes	yes
if yes - harvest (yes, no)	?	?	?	?	?	?	X
9.5 Size of Agency	Large	Large	Large	Large	Large	Large	Medium
Size of Division	Medium	Medium	Medium	Large	Large	Large	Small
48 Barriers anticipated (category)	cost, lack of understanding, learning	user resistance	X	learning, lack of understanding	user resistance, security, access, more work	learning, user resistance, compliance	system design, technical
49 Advantages anticipated (category)	efficiency: RM, compliance, professional recognition	compliance	X	none	DM, security, efficiency: program, access	access	efficiency: program, compliance
50 Plans for ERK? (yes, no, don't know)	yes	no	X	yes in process	no	yes	yes
51 Planned ERK vendor (company or product name)	don't know	DoD system, if ever	X	Hummingbird?	X	ERM solution	custom built system being used by Northrop Grumman
52 Conferences (0-2, 3-4, 5plus, not sure)	0	1	0	1	2	1	1
Conference names (names of conferences)	none	ERK at NARA	X	Airforce EIM conference	ARMA, AIIM	?	Dept. of Justice conference
53 Communication (yes, no, don't know)	yes	yes	no	N/A	yes	no	yes
Yes - how (phone, written, face-to-face, all)	informal meetings	phone, email, meetings	X	N/A	face-to-face	X	phone
54 Helpful/Hindrance	X	X	X	X	X	X	X
Helpful (category)	?	?	?	?	?	?	?
Hindrance (category)	?	travel	none	?	?	none	none
55 Other Comments (yes, no)	no	no	no	no	yes	yes	yes