

NATIONAL RECONNAISSANCE OFFICE

# A Foot in the Door: Leveraging Organizational Relationships to Improve Records Management

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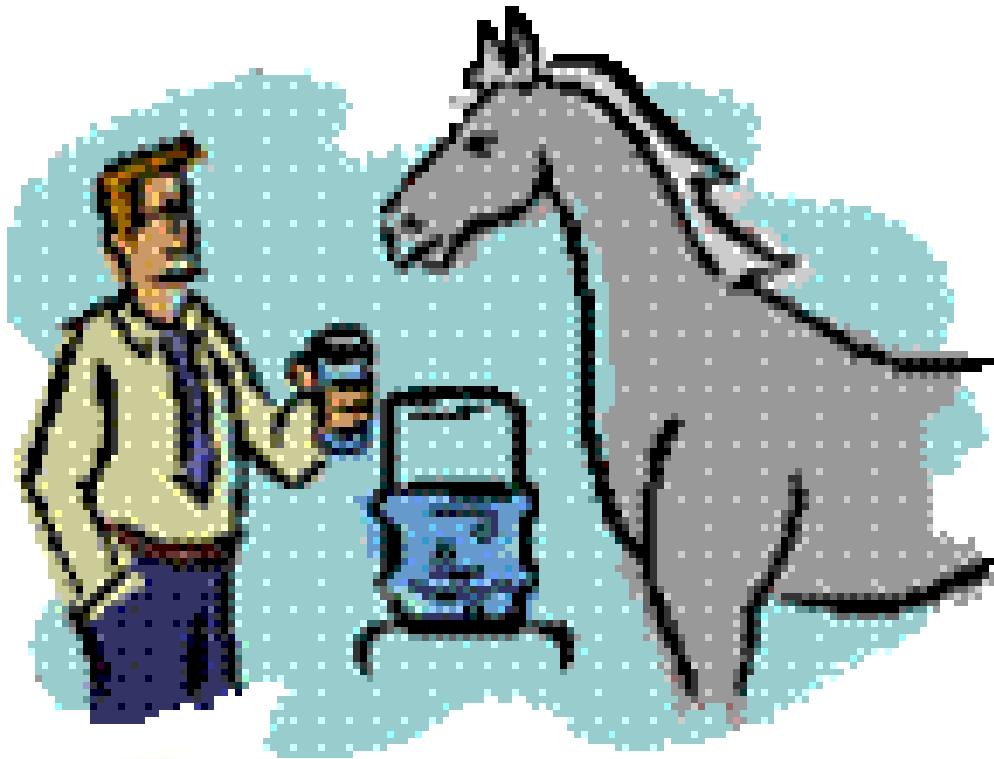
12 May 2010



VIGILANCE FROM ABOVE



# A BIG Challenge for RIM

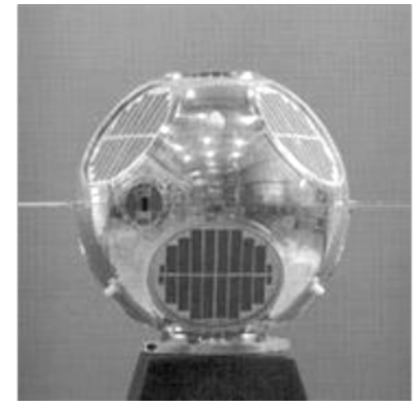


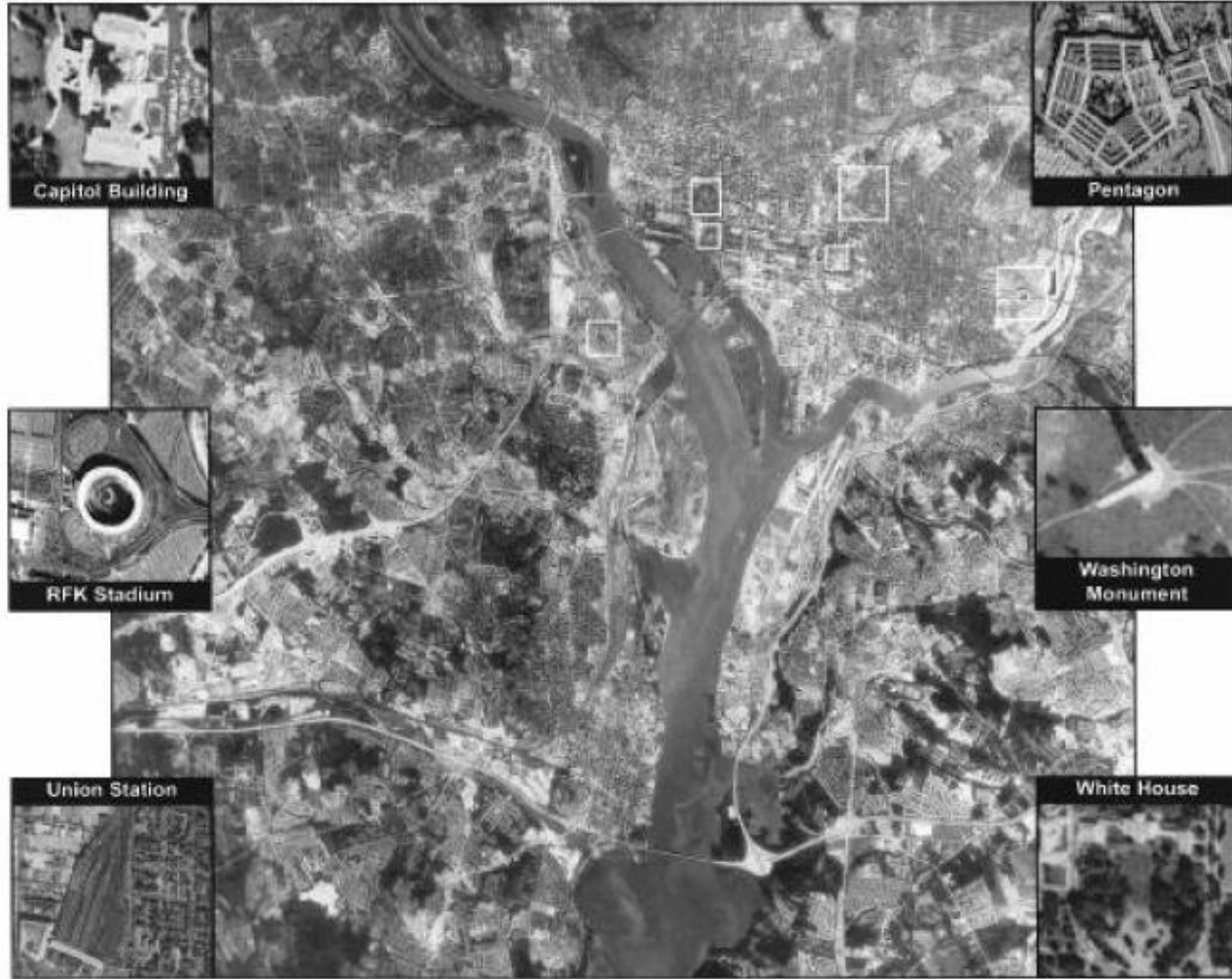


# About the NRO

## The National Reconnaissance Office (NRO):

- + Provides innovative overhead intelligence systems essential for U.S. national security
- + Designs, builds, and operates the nation's reconnaissance satellites
- + Officially established in September 1961 as a classified agency in the Department of Defense (DoD).
- + Existence and mission were declassified in September 1992
- + Part of the 16 member Intelligence Community (IC)





UNCLASSIFIED

## Washington, D.C.

CORONA Mission: 1101-2  
Pass/Camera: 157D/FWD  
Date: September 25, 1967



# On Orbit, On Watch

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# History of RIM up to 2004

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- + Small, understaffed support office, established in 1992
- + Disposition Schedule approved in 1996
- + Records Center opened in 1997
- + 2004 IG inspection of the Information Management Services Center (IMSC) concluded that IMSC had failed to adequately promulgate RIM awareness, and therefore a fully compliant RIM program throughout the NRO
- + Our office and the IG recognized the need to address this finding as an organization and entered into a mutual partnership in late 2004



# Office of the Inspector General

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Provides independent oversight of NRO programs and activities through audits, inspections, and investigations. We evaluate compliance with laws and regulations and recommend improvements to assist management in making decisions that foster integrity throughout the organization.

- + NRO Inspector General Inspection Methodology
- + Inspection assessments, not just a checklist



# RIM Compliance at NRO

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- + Designation of a Program Records Officer (PRO) in each office
- + Mandatory one-day training for the PRO
- + Creation, maintenance and use of a media-neutral office file plan approved by IMSC (Records Management Office)
- + Identification of permanent 25-year old records that need to be reviewed by IMSC in accordance with Executive Order (E.O.) 12958, as amended; and 13526
- + Confirmation that any forms used for official government business processes are approved through IMSC





# Real Life Examples

- ✦ **Finding:** The majority of ABC offices lack an approved file plan.
- ✦ **Recommendation:** The Deputy Commander should ensure that designated PROs continue to work with IMSC until all necessary file plans are completed and approved.
  
- ✦ **Finding:** The ABC Office does not have an effective Records Management Program.
- ✦ **Recommendation:** The ABC Office should complete all requirements specified in NRO records management directives
  
- ✦ **Commendable:** The ABC Office is in compliance with NRO directives for records management programs. The Information Management Technical Officer (IMTO) is actively involved with the PRO to ensure training is conducted. The IMTO and the PROs thoroughly control the organization's records.

Ongoing Follow-up to Ensure Corrective Actions are Implemented



# Keys to Success

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1. Keep it Simple
2. Deliver “World Class” Customer Service
3. Think Strategically



# The Extras

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- + Most new record center boxes come from IG Inspections
- + Multiple new IMO positions sponsored by mission offices
- + Support and new partnerships for Electronic Records initiatives
- + Brought in at the beginning of a program or office close-out

We know where the records are located – supports open Government!



# The Results – 2005 and Beyond

	2004	2010
File Plans	14	230
Records Retired to NRO Records Center	8,000 Cu/Ft	25,000 Cu/Ft
Records Managers	6	17

In addition, since 2004:

- ✦ The NRO RIM Program has trained over 900 Program Records Officers (PROs) and has 200-250 active PROs at any one time.



# Results Cont'd – 2005 and Beyond

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- ✦ Records Center is NARA certified Federal Records Storage Facility – 2007
  
- ✦ Records Management is now included as one of 14 NRO Corporate Business Process – 2009
  - ✦ Examples: Acquisition Management, Human Capital, & Contracting
  
- ✦ NRO Director support for events such as RIM Month and NRO Clean-up Day - 2010
  
- ✦ Archivist Achievement Award in 2009



# A Partner's Perspective

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- ✦ Thoughts on forging new partnerships
- ✦ Collaboration and coordination
- ✦ Generating additional partnerships

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# Organizational Chart

