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October 19, 2016

Ms. Cecilia Wiker
Agency Records Officer
Defense Logistics Agency
J62
Battle Creek, MI 49037

Dear Ms. Wiker:

Thank you for notifying us of two incidents of unauthorized destruction of records on August 23, 2016, covering incidents that occurred on May 2 and May 5, 2016. The first incident occurred during the deployment of an electronic Records Management Application called DACS-RM. In the course of creating new folders for DACS-RM, the contractor deleted file folders which she thought were empty, but in fact contained documents acknowledging receipt of invoices in the Wide Area Work Flow (WAWF) system. These records are valuable from an audit standpoint but their loss did not impact appropriate payment of obligations. During attempts to recover documents from this incident, you also discovered the loss of documents stored on the hard drive of an employee who had connectivity issues in WAWF while working at a foreign site. In this case also, the loss of records broke the audit trail but did not impact appropriate payment of obligations.

In both of these cases the Defense Logistics Agency Records Management Office took steps to mitigate the possibility of similar incidents in the future. These steps include increased Government involvement in the construction of DACS-RM folder structure, restrictions on access to the DACS-RM folders, additional training on the use of DACS-RM, and secondary review of delete functions during the design and implementation of new structures during the build out. To address the loss of documents on the hard drive, you have added internal controls to monitor employee records management training and to ensure that IT Help Desk staff make program employees aware of the need to sync personal storage (C:drives) to the network (H:drives) to ensure proper backup and minimize future losses. You also determined that the connectivity problems in the WAWF were not widespread or indicative of a need to upgrade that system.

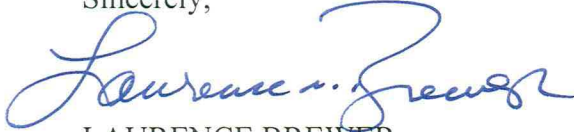
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Your notifications included plans of corrective action that meet the reporting requirements as stated in 36 CFR 1230.14, therefore, we consider this case closed. Thank you for your cooperation. If you have any questions, please contact Dawn Sherman-Fells, Archivist & Senior Records Analyst, at 301.837.2083 or by email at Dawn.Sherman@nara.gov.

Sincerely,



LAURENCE BREWER
Chief Records Officer
for the U.S. Government

Enclosures