

## DOI/ERM Services

### Information Management Interview Questions

**Introduction:** Records Management focuses on records created, received and used by the Department of the Interior (DOI) to conduct its official business. It is the Department's policy to properly identify record keeping requirements, and to effectively and efficiently manage records throughout their lifecycle (i.e., creation, use and maintenance, and disposition). DOI has established records management systems for retaining and retiring paper records but there is no electronic system to assist employees in the day-to-day creation, management, and disposition of electronic records. This requires e-mail and other electronic records to be printed to paper and filed in an approved record keeping system.

The Purpose of the Records Management Initiative is to provide DOI with an enterprise wide centralized approach to Electronic Records Management (ERM). DOI is undertaking this initiative to provide the tools needed for both employees and citizens to benefit from the management of their records and information in electronic form.

The successful implementation of an ERM rests on accurate and complete information about how work is accomplished and documented. This information is gathered by reviewing process, documents, and interviewing the key personnel who carry them out. Therefore, your response to the interview questions, supplemented with the relevant documentation, is of vital importance to the future management of information throughout the Department.

Interviewers: Gordon Summers, Vistronix, Inc.

William Seifart, Vistronix, Inc.

#### A. Policies and procedures

1. What are the goals of this bureau?
2. What are the work processes you carry out to achieve those goals?
3. What the functional groups of documents and records created in carrying out these work processes? (It may be necessary to collect some follow-up information on these documents.)
4. What are the main challenges you see to the effective management of information in the bureau?
5. Is there a forum for discussion and action on records and information management issues?

## **B. Information Technology**

6. What is the role of imaged documents in your work?
7. With what information management systems do you interact in your work? (It may be necessary to collect some follow-up information on these documents.)
8. Is there a strategy for preserving digital information?
9. Is the content of web sites, handhelds, and laptops managed as records?
10. Who is the IT point-of-contact?

**C. Legal** – 11. How does the Bureau respond to E-discovery, and FOIA and Privacy Requests?

**D. Vital Records/COOP/Disaster Recovery:** 12. What disaster recovery plans are in place?

## **E. Offsite Storage**

13. Are you able to retrieve files from offsite storage in a timely manner?
14. Will offsite storage become more or less important over the next five, or so, years?

### **Documentation we will need:**

1. Relevant strategic plan
2. Policy and Procedure manuals
3. File Plan
4. File Classification structure
5. Retention schedules
6. Information on record series that is not on retention schedules
7. Vital Records/COOPS Plan
8. Organization Chart (with your office)