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CU*ANSWERS

RECORDS & INFORMATION MISSION STATEMENT

To assist credit unions in developing a records management program, one with accountability, where records are authentic and reliable; where private and essential information is protected against unauthorized access; that complies with applicable laws and credit union policies; and that ensures timely, efficient and accurate retrieval of the information you need.

WHAT IS A RECORDS MANAGEMENT PROGRAM ANYWAY? WHAT'S NEXT?

In past issues of *For the Record* we have covered the elements of a compliant Records and Information (RIM) program in more detail. We have discussed the need for Senior Buy-In, and the importance of having Policies and Procedures. In this issue we will talk about assigning a **Records Liaison** and inventorying your records. Both are important in building your Records Management Program.

Records Liaisons play a critical role as the point of contact for all records management-related issues. Here at CU*Answers we have approximately 33 departments, and each department has a liaison with the following responsibilities:

- Assist with the implementation of and compliance with the RIM program and any records-related policies and procedures affecting their respective departments.
- Work with Internal Auditor in overseeing the records inventory project.
- Help to ensure compliance with the RRS and implementing changes to the RRS.
- Assist in moving inactive records to offsite storage.
- Assist departmental employees with records-related issues and questions.
- Assist with the disposition of records
- Assist with the implementation of legal holds and general preservation of required records.

As you can see, record liaisons are critical to assuring compliance with your Records and Information Management program. Remember, you need to show that you consistently follow your RRS (Record Retention Schedule) and destroy records in the normal course of business, in order to avoid spoliation charges and fines. (Spoliation is the intentional or negligent destruction of evidence including records that an organization knows or reasonable should know are relevant to impending or ongoing litigation or government investigation.)



RECORDS INVENTORY

The records inventory is vital to an effective records management program because it both identifies and quantifies all records that are created, referenced or processed by the organization. The purpose of conducting an inventory is to gather information about the quantity, physical characteristics, storage conditions, business use and the value of records that the organization maintains.

For electronic recordkeeping systems that store records, the inventory can capture elements such as type database, application or report; business function being supported; hardware/software requirements; frequency of system(s) updates and relationships to hard-copy documents. The inventory becomes the working document for preparing the records retention schedule, establishing the vital records protection program and other improvements to the records management program.

What are the steps needed to perform an inventory?

Develop an inventory plan.

First you must analyze your program's records management needs by determining what records are most important to your program, who should be responsible for them and where they should be located.

- You will need to have commitment from top management and a directive to middle management to proceed.
- Prepare a statement of objective and strategies.
- Establish a work schedule. Who will do the work?
- Communicate to staff and management (supervisors and personnel concerned) the nature of the project, why it is being done, how the project might affect normal routine and when and where it will begin.

Prepare a survey instrument for collecting inventory information.

- This can be a survey questionnaire, an inventory form, an interview or a combination of all three.
- Discuss the organizational chart, and the primary and secondary function with a person who knows the various types of records created/maintained in each department.



- Check to see if any of the departments have any file manuals or file lists which in effect provide a transcript of all record categories maintain in the department.

Conduct the inventory according to plan.

Remember to search for records in all media forms and all places where you store information.

Analyze the inventory forms.

Once the inventory is complete, you will need do to an analysis of your findings. Determine the value of each record series, destroy obsolete and redundant records, review processes, and determine which records are vital, confidential, etc.

We will go into more detail about preparing a Record Retention Schedule (RRS) in our next issue of *For the Record*. In the meantime, RIM services can assist you with your inventory project. Contact us for details!

AUDIT OF THE NCUA'S COMPREHENSIVE RECORDS MANAGEMENT PROCESS

The Office of Inspector General's Report #OIG-18-05 dated March 14, 2018 has some startling news.

The objectives of the audit were to determine: 1) whether the NCUA has a comprehensive records management framework, retention, and disposal system in place; and 2) whether the NCUA is in compliance with applicable records management policies, procedures, laws and regulations.

Results of the audit determined that the NCUA lacks a comprehensive records management program and needs to implement the steps that will correct the areas of weakness. The OIG made five recommendations that will help the NCUA implement a comprehensive records management program.

Records management is now important to NCUA, so it may be time to look at your own records management program (or your lack of one).

The CU*Answers Records and Information Management Consulting team offers many services that can assist you with this initiative. Please contact Marilyn Boyd if you would like more information.

A RIM SUCCESS STORY

Our Client Education Team Rocks



Over the last six months the CU*Answers Client Services and Education team has gone above and beyond, working to improve its internal practices, to get rid of paper documents, and to decrease the amount of disk space they are using on servers.

“Martha Anderson, Account Executive, has been our primary lead as we work with our internal teams developing best practices and actually getting the work done. It’s been a large but rewarding project, and we’ve emptied all our file drawers of paper documents and are now storing them in our corporate imaging vault.”

“We have best practices for all types of documents, which include when each type actually gets purged from the vault. This is exciting, as the purge process is automatic, based on the purge date we assign to each document.”

*Laura Welch-Vilker, VP
CU*Answers Client Services and Education*

APRIL IS NATIONAL RECORDS MONTH

National Records and Information Management Month is celebrated each year in April. It was developed to

promote good record keeping and information management and to emphasize the importance of having organized records. It’s spring cleaning for your records.

Here at CU*Answers, we have a whole week of activities planned. Our 4th Annual RIM Week is April 16-20. This year’s theme is “Carnival Content Cleanup.” The Records and Information’s home page on our portal has loads of information to help our staff manage their records in a timely and efficient manner. We will be offering educational classes all during the week.



On Wednesday, April 18, there will be a Lunch & Learn for the department liaisons to thank them for their hard work during the year. We will have a tabletop exercise on a RIM problem and discuss as a group to find a solution. On Friday, we are having a carnival, with games such as RIM Bingo, Litigation Hold Go Fish, a putting hole, basketball and a photo shoot area.

We will serve popcorn, candy and have some great prizes, such as a personal shredder, external hard drive, and fireproof/waterproof storage box for important papers, to name a few.

**Need ideas for creating your own RIM Week?
Contact Marilyn Boyd!**

Coming soon: RIM CU*Answers University Courses

Watch for announcements soon about education opportunities around RIM topics, including:

- Records and Information Overview & Email Overload – How to Manage It All
Monday, April 16, 2018



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