

PURPOSE

The Records Management Department acts as the caretaker of information belonging to the citizens of Collin County. This stewardship involves preserving the information while making it available in a usable and cost effective manner, providing comprehensive records management support to participating County departments, and ensuring that legally mandated retention schedules and preservation standards for records are followed.

MAJOR PROGRAMS**RECORDS PUBLIC SERVICE**

This function includes providing public assistance to the records of the county; responding to public information requests; making presentations to county, professional, and citizen groups on the importance of preserving and managing local government records; participating in county-wide and/or departmental projects to evaluate, design, implement, and manage new projects/software for compliance with county and state standards and statutes; providing county departments with business process analysis and/or training on Records & Information Management best practices for storing records in paper or electronic formats; and updating county policies and procedures as needed to reflect new technologies, best practices, and changes in statutory requirements.

FY 2014 Goals & Objectives

- To serve Collin County through the collection, storage, retention, preservation, and disposition of County records entrusted to the department's care and serve as a resource for developing records and information mgmt. resources and technology.

RECORDS RETENTION

This function includes maintaining and updating retention schedules; monitoring destruction efforts including providing vendor onsite secure destruction services; training on records & information management; scanning county records for inclusion in the county's electronic records/document management system; providing secured storage for IT back up tapes and original backup microfilm; and reviewing records for preservation of historical and/or archival documents once their retention period has expired.

FY 2014 Goals & Objectives

- To ensure that all records created and received by the County are maintained, preserved, and disposed of in accordance with County, State, and Federal rules and regulations.
- Update Collin County retention schedule as per revised Texas State library and archives
- To scan 600,000 pages annually.

PERFORMANCE MEASURES	FY 2011 ACTUAL	FY 2012 ACTUAL	FY 2013 ACTUAL	FY 2014 Q1	FY 2014 Q2	FY 2014 Q3	FY 2014 Q4
Number of Boxes destroyed as per retention schedule	3,522	2,006	3,434	1,436	154	1,903	2278*
Pages Scanned (internal)	782,135	432,310	534,798	173,582	488,674	1,841,037	1,323,803

* this number includes inventory cleanup and consolidation of boxes from Plano and Records Center to one location.

STORAGE AND RETRIEVAL

This function includes managing the County's offsite Records Center; managing physical records (paper, microfilm, microfiche, CD, DVD, audio & video tapes, etc.); and managing County's electronic document records system including database structure, users, security roles and rights, storage volumes, formats, etc.

FY 2014 Goals & Objectives

- Store, retrieve, and preserve County records for participating departments.
- Provide a physical and electronic records management (electronic document management system) for participating Collin County departments.

- To store 500 boxes annually.

STORAGE AND RETRIEVAL CONT'**FY 2014 Goals & Objectives**

- To electronically record and manage 11,000,000 documents annually using the Records
- To electronically record and manage 85,000,000 images annually using Records Management

PERFORMANCE MEASURES	FY 2011 ACTUAL	FY 2012 ACTUAL	FY 2013 ACTUAL	FY 2014 Q1	FY 2014 Q2	FY 2014 Q3	FY 2014 Q4
File folders & file research requested from Records Center	4,576	3,624	2,598	281	422	465	333
Records Center Storage Capacity - end of year	90%	120%	104%	104%	103%	95%	79%
New boxes received for storage	956	509	494	324	90	316	64
Electronic records managed by RMS system- Documents	8,076,229	10,523,445	15,115,550	3,588,250	4,446,228	4,466,583	4,889,314
Electronic records managed by RMS system- Images	69,439,527	75,226,767	109,832,832	30,016,643	31,410,283	33,002,610	33994763**

**This number reflects usage of improved LF Metrics report updated between FY14 Q3 and FY14 Q4 that accounts for the discrepancies in numbers. New reports providing actual data stored electronically.