

1. Identify the type of governmental division you represent:

		Response Percent	Response Count
State agency/entity		27.5%	50
County		29.1%	53
City or town		22.0%	40
School district		18.7%	34
Other (please specify)		2.7%	5
		answered question	182
		skipped question	0

2. Comparing your organization with others in the same governmental division you answered in Question #1, would you categorize your organization as small, medium, or large? (You might consider the population you serve, the number of employees you have, or the number of records you manage in making this determination. Example--Compared with other school districts, Billings would be Large.)

		Response Percent	Response Count
Small		48.4%	88
Medium		31.9%	58
Large		19.8%	36
		answered question	182
		skipped question	0

3. Choose an area that best describes your expertise in regards to ERM:

		Response Percent	Response Count
Records management		43.4%	79
IT		6.0%	11
Legal		9.3%	17
Business/workflow		31.3%	57
Other (please specify)		9.9%	18
answered question			182
skipped question			0

4. Does your organization have records management policies in place for managing the following media?

	Yes	No	Not sure	NA	Rating Count
Paper	83.0% (151)	11.0% (20)	6.0% (11)	0.0% (0)	182
Electronic documents	54.4% (99)	33.0% (60)	11.0% (20)	1.6% (3)	182
Email	45.6% (83)	37.9% (69)	15.9% (29)	0.5% (1)	182
Text messages	10.4% (19)	50.5% (92)	22.5% (41)	16.5% (30)	182
Social media (Facebook, Twitter, etc.)	17.0% (31)	45.1% (82)	18.7% (34)	19.2% (35)	182
Audio/visual files	29.7% (54)	31.9% (58)	27.5% (50)	11.0% (20)	182
answered question					182
skipped question					0

5. Rate your organization's management of electronic records in terms of the following elements.

	Very effective	Somewhat effective	Not effective	Not sure/don't know	Rating Count
Identification/classification (clear understanding of what constitutes a record)	35.4% (64)	42.5% (77)	13.3% (24)	8.8% (16)	181
Integrity (the authenticity of the record is maintained)	44.5% (81)	36.8% (67)	9.9% (18)	8.8% (16)	182
Access (the record is easily located)	33.0% (60)	47.8% (87)	12.1% (22)	7.1% (13)	182
Security (the record is protected)	42.0% (76)	41.4% (75)	7.2% (13)	9.4% (17)	181
Retention (the record is saved for the appropriate length of time)	45.9% (83)	30.9% (56)	12.2% (22)	11.0% (20)	181
Disposition (the record is disposed of properly)	39.4% (71)	28.9% (52)	16.7% (30)	15.0% (27)	180
Preservation (permanent records are properly archived)	42.2% (76)	32.2% (58)	15.0% (27)	10.6% (19)	180
				Comments?	23
				answered question	182
				skipped question	0

6. Do you feel there are provisions or omissions in current statute, rule, policy or standards (at any level--federal, state, or local) that make effective ERM more complicated or confusing?

		Response Percent	Response Count
Yes		24.2%	44
No		14.8%	27
Not sure		61.0%	111

If you answered yes to this question, please identify or describe the provisions or omissions you see as complicated or confusing (gaps, contradictions, vagueness, etc.). 39

answered question	182
skipped question	0

7. Has your organization made recent improvements to ERM or does your organization have plans for improving ERM?

		Response Percent	Response Count
Yes, we've made recent improvements.		17.0%	31
Yes, we have plans to make improvements.		20.3%	37
Yes, we have made recent improvements and have plans for additional improvements.		13.2%	24
No		29.1%	53
Not sure		20.3%	37

If you answered yes to this question, please describe and include any challenges you experienced or anticipate. 57

answered question	182
skipped question	0

8. Please rate the following areas in terms of their importance for your organization for improving ERM.

	Very important	Somewhat important	Not important	Unsure	Rating Count
Funding	69.2% (126)	21.4% (39)	2.2% (4)	7.1% (13)	182
Technology	73.6% (134)	20.3% (37)	0.0% (0)	6.0% (11)	182
Staff resources	69.8% (127)	21.4% (39)	3.3% (6)	5.5% (10)	182
Management support	62.1% (113)	29.1% (53)	2.7% (5)	6.0% (11)	182
Statute or rule changes	48.9% (89)	33.5% (61)	3.3% (6)	14.3% (26)	182
Internal policy or procedure changes	51.6% (94)	36.8% (67)	3.8% (7)	7.7% (14)	182
Education/training	71.4% (130)	22.0% (40)	2.2% (4)	4.4% (8)	182
Other (please describe below)	29.6% (8)	11.1% (3)	3.7% (1)	55.6% (15)	27

Feel free to elaborate on your choices. 15

answered question	182
skipped question	0

9. Please provide any additional input (concerns, suggestions, unique needs, etc.) you have regarding ERM.

	Response Count
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28

answered question	28
skipped question	154

10. If you are willing to be contacted about this survey, please provide your contact information below.

		Response Percent	Response Count
Name:		98.2%	56
Organization		100.0%	57
City/Town:		100.0%	57
Email Address:		98.2%	56
Phone Number:		94.7%	54
		answered question	57
		skipped question	125

Q1. Identify the type of governmental division you represent:

1	State of Montana State Record Committee	Nov 7, 2013 4:09 PM
2	Special Ed. Cooperative	Oct 31, 2013 8:37 AM
3	Montana School Boards Association	Oct 30, 2013 2:22 PM
4	City AND County	Oct 29, 2013 7:19 AM
5	city and county courts	Oct 29, 2013 7:16 AM

Q3. Choose an area that best describes your expertise in regards to ERM:

1	All of the above-Team Response	Nov 8, 2013 11:03 AM
2	I oversee our agency-wide records committee and have a degree of knowledge in all these areas.	Nov 8, 2013 8:02 AM
3	minimal	Nov 7, 2013 11:36 AM
4	accounting	Nov 6, 2013 3:12 PM
5	Board Trustee	Nov 5, 2013 9:19 AM
6	Administration	Nov 1, 2013 6:55 PM
7	Records Management for paper and microfiche records only	Oct 31, 2013 8:06 AM
8	Education Records management	Oct 30, 2013 2:16 PM
9	no expertise	Oct 30, 2013 2:11 PM
10	District Clerk of one room schoolhouse and I am the record keeper	Oct 30, 2013 2:03 PM
11	watching the ever growing amount of paper records.	Oct 30, 2013 12:25 PM
12	commissioner	Oct 30, 2013 11:42 AM
13	Clerk & Recorder/Clerk of Court	Oct 30, 2013 11:28 AM
14	Justice Court Clerk	Oct 30, 2013 5:51 AM
15	Town Clerk	Oct 29, 2013 11:34 AM
16	Program Management	Oct 29, 2013 10:44 AM
17	Court/ criminal and driving convictions	Oct 29, 2013 7:20 AM
18	Limited in all above areas	Oct 28, 2013 1:44 PM

Q5. Rate your organization's management of electronic records in terms of the following elements.

1	The effectiveness of records management efforts in DEQ is variable. Department-wide policy has been defined by a Records Management Plan (RMP) and Policy capturing overall records requirements from which individual work unit procedures must be defined and developed. Work unit development of those implementing procedures has been inconsistent. Some work units have no procedures while others have well-developed procedures. To ensure department-wide compliance, DEQ instituted a Records and Information Management (RIM) committee to assist individual work units, and provide record managers with advice and guidance. Some department-wide records procedures have been developed and are in use. Impediments to compliance include personnel resources for records management budget constraints, supervisor/manager support, and technology challenges including migration and software customization and support.	Nov 8, 2013 11:03 AM
2	We are in the development phase of our ERM. We are using laserfiche to scan and store our records. Looking for guidance on how to set retention periods for electronic records v. paper records.	Nov 8, 2013 9:35 AM
3	Certain DNRC records such as those stored in FileNet or home grown databases are effectively classified, managed, and accessible. The DNRC water rights records, for example, are permanent records and are stored properly. E-mail and the website have no automated forms of records management. Many other electronic records are just kept in folders on share drives with varying levels of security and formatting and have limited searchability and structure. Permanent records are not necessarily archived per preferred federal and industry standards for electronic records. In order to truly manage all our electronic records DNRC needs to fully implement ECM and ERM through which requires both FTE and further funding. We also lack the software to maintain ERM integrity consistently across the entire agency, although certain programs do have the ability.	Nov 8, 2013 8:02 AM
4	Recognition of gaps in compliance with statutes and rules.	Nov 7, 2013 4:09 PM
5	Currently don't have a policy for such.	Nov 7, 2013 11:36 AM
6	The use of the State disposition schedule has been adopted but disposition of records has not occurred for some time.	Nov 7, 2013 8:38 AM
7	Too many of our paper records are retained. Only the big tax cases should be retained.	Nov 6, 2013 2:09 PM
8	This is an area we are working on. We are moving to electronic records for many areas and are developing the policies as we go. Guidance would be greatly appreciated.	Oct 31, 2013 8:37 AM
9	Due to budget constraints we are unable to microfilm files as directed by the state. This causes issues with storage of the hard file since we cannot destroy those until they are microfilmed,	Oct 31, 2013 8:27 AM
10	System has flaws and needs to be reviewed and updated...good timing committee!	Oct 31, 2013 8:15 AM
11	We consider email as an electronic record of interest. We retain all emails (sent	Oct 31, 2013 7:45 AM

Q5. Rate your organization's management of electronic records in terms of the following elements.

	and received) for 3 years. We did not get clear direction from OPI regarding records retention duration on email and so are using Schedule 7 to guide us and believe normal business emails require retention for 1 year. We do not allow our board members to exchange emails on our system to guarantee no permanent archiving of email is necessary. Electronic documents are also backed up on administrative machines and all network shares. Teachers with files on their individual computer stations would not be discoverable without additional effort.	
12	I believe this survey should have been done by the IT person for our county.	Oct 30, 2013 3:08 PM
13	When the retention of a record has expired a new request to dispose of the record must be executed. This is a time consuming process that often times leads to records not being destroyed on schedule.	Oct 30, 2013 1:36 PM
14	My answers are for the Director's Office operations only. Other Divisions and programs within the Department of Administration will respond separately.	Oct 30, 2013 10:54 AM
15	we have a storage area for all of the old records, (misdemeanors, to felony things that were transferred to the higher court. sometimes it is difficult to get to because of the location	Oct 30, 2013 5:51 AM
16	All we have are paper records.	Oct 29, 2013 8:29 AM
17	Since there has been no recent inventory of our agency's records, I have to answer "Not sure/don't know" several times.	Oct 29, 2013 8:15 AM
18	For my office the records are properly kept. However, in my Clerk and Recorder's office all of our permanent records are not only scanned but also microfilmed. In the elections department we have a state voter system which the state maintains and gives us clear direction on. Not all departments in the county have this.	Oct 29, 2013 8:05 AM
19	Out records are kept permanently. Some of the records could be disposed of (I believe).	Oct 29, 2013 7:56 AM
20	Our records management in general needs work.	Oct 28, 2013 2:36 PM
21	It would be nice to have some very clear guidance regarding electronic records retention, which are permanent, etc.	Oct 28, 2013 1:13 PM
22	Legal is working on a policy for email retentions.Right now we treat them as paper and follow the topics already set up for retentions	Oct 28, 2013 1:00 PM
23	Disposition - Our electronic records are permanent documents. question is not applicable	Oct 28, 2013 12:44 PM

Q6. Do you feel there are provisions or omissions in current statute, rule, policy or standards (at any level-- federal, state, or local) that make effective ERM more complicated or confusing?

1	We need to be able to use the best available technology to scan and index documents so they are preserved, but are also accessible for someone wanting to conduct a search of them. The State needs to tell us or provide us with guidance on what format of technology is the best to store records that will be useable for a period of years or be able to convert to a new format as readily as possible.	Nov 8, 2013 4:04 PM
2	The GARP/ARMA standard consists of principles for records management that are too high level to be effective for front-line usability; however, records professionals at DEQ consider the ISO 15489-1, Information and Documentation-Records Management Parts 1 and 2, more thorough and valuable standards. SOS' website and references providing support, education, and best practices provide limited practical guidance about day-to-day records management. SOS focuses on retention rather than the entire lifecycle of a record. To effectively manage electronic records, management begins at the cradle and ends at the grave.	Nov 8, 2013 11:03 AM
3	E-signatures, while legal generally under statute are not fully expanded in specific program statutes and Secretary of State rule and policy. This makes it difficult for DNRC to truly trust electronic signatures and avoid printing "born digital" documents. E-signatures are key in electronic workflow solutions and staff efficiency when implementing ECM/ERM. The state also needs further policy to set standards (quality control, security, archival format, etc.) for the e-documents it produces.	Nov 8, 2013 8:02 AM
4	Have never explored in detail	Nov 7, 2013 4:28 PM
5	There is a lack of statute, rule, policy and standards around ERM. MITA statute specifically says IT to set technology standards but SRC beleives business should drive the statutes and rules around ERM.	Nov 7, 2013 4:09 PM
6	So much is done by email that I think state policies and regulations regarding email communication should be clear.	Nov 6, 2013 3:17 PM
7	Retention policy should be relaxed to allow for more agency discretion about what is retained.	Nov 6, 2013 2:09 PM
8	Strategic Planning Definition of Records Management in Statute (Function) Archiving and Preservation	Nov 6, 2013 1:50 PM
9	Rules regarding compliance to records management statutes need strengthening. Unifying all statutuies regarding records management and especially eRecords management would help in training for RM.	Nov 6, 2013 1:02 PM
10	Per a 2009 Records Management Assessment performed by a third party, resources are required to define and implement policy and standards for Records Management as a whole, not just electronically.	Nov 6, 2013 9:59 AM
11	Not clearly identified; vagueness	Nov 4, 2013 1:18 PM
12	The fact that the state only recognized microfilm as long term retention of files, causes increased work load and strains our budget. If statutes were change to	Oct 31, 2013 8:27 AM

Q6. Do you feel there are provisions or omissions in current statute, rule, policy or standards (at any level-- federal, state, or local) that make effective ERM more complicated or confusing?

	make ERM the means of long term retention it would make record storage much easier and cost my county less to store records.	
13	Technology development and advancement make records management difficult to keep up on. There are so many avenues to take in storage and retention that guidance is needed on what would be acceptable. Instant messaging would need to be addressed.	Oct 31, 2013 8:15 AM
14	What constitutes (specifically) an email that requires archiving? Do we have to archive text messages? What about voice mails?	Oct 31, 2013 7:45 AM
15	Where is the hand book for counties on record retention????	Oct 31, 2013 6:26 AM
16	There are too many of them and they can be conflicting and confusing.	Oct 30, 2013 3:24 PM
17	Methods and what is used is changing so fast that it is often hard to find guidance on some of the newer medias. The time frame to keep can get confusing. It leads to some people over keeping and some under keeping. Also, the names of programs change so fast at time if you are new to the position it can be hard to figure out what to do since you can't find the name of the report as you know it.	Oct 30, 2013 2:24 PM
18	The law currently states we can only destory the hard copies of permanent records on microfish. It is very difficult to search and locate information this way.	Oct 30, 2013 2:05 PM
19	See comments in #5	Oct 30, 2013 1:36 PM
20	emails	Oct 30, 2013 1:11 PM
21	confusion as to how/when to convert a paper record into an electronic version and once converted is it to be microfilm or digital or both.	Oct 30, 2013 12:25 PM
22	My understanding is current laws address paper records but do not adequately or specifically address electronic records, leading to different interpretations of how electronic records should be managed. This vagueness leads to initiatives and projects not moving forward or progressing.	Oct 30, 2013 10:54 AM
23	What information needs to be redacted.	Oct 30, 2013 10:02 AM
24	Tech advances have outpaced statute changes.	Oct 30, 2013 7:25 AM
25	dealing with the newspaper dispositions when dealing with Minors	Oct 30, 2013 5:51 AM
26	Too many lists/sublists, etc. to list how to archive properly (vagueness).	Oct 29, 2013 12:58 PM
27	The requirements for preservation need to be more defined so that large volumes of unnecessary documents are not retained. The down side of ERM is that you tend to save everything.	Oct 29, 2013 8:58 AM
28	Current updates of legislative decisions are not widely distributed. These decisions are not put out for broadcast for all to know.	Oct 29, 2013 8:33 AM
29	Statutory definitions of public writings, public records, official records, historic	Oct 29, 2013 8:15 AM

Q6. Do you feel there are provisions or omissions in current statute, rule, policy or standards (at any level-- federal, state, or local) that make effective ERM more complicated or confusing?

records, etc. are often redundant and confusing. Try creating a Venn diagram of all these definitions. It's hard to do. These definitions likely were all created in era before everything was born-digital. What if these definitions were consolidated so that a record was just a record without providing any examples of particular records?

- | | | |
|----|--|-----------------------|
| 30 | I think it would be great if there were one on one training from the state for the counties on record retention, both paper and electronic. Especially since many county offices work with the state. | Oct 29, 2013 8:05 AM |
| 31 | The retention schedule for certain traffic and criminal offenses is not practical. For instance, Minor In Possession convictions are to be retained for 75 years. Another example is Driving While License is Suspended or Revoked. The penalties do not stack, in other words, it makes no difference if this is a 1st offense or a 10th offense, the penalties do not change, yet the Court is required to maintain the records for 75 years. Perhaps the retention schedule for Courts of Limited Jurisdiction need to be reviewed. | Oct 29, 2013 7:28 AM |
| 32 | How do we ensure the means we are using to save records electronically today in 2013 are going to be functional years down the road? | Oct 29, 2013 7:21 AM |
| 33 | Although this office has electronic records maintained at the state level, this is a state computer, paper records are kept at the county/city level and those rules are not enforced, current or even in a policy. | Oct 29, 2013 7:19 AM |
| 34 | Originals vs copies. In the State manual, you need to keep both the original and copies the same amount of time. I would say, if it's a copy, it can be disposed of sooner. | Oct 29, 2013 7:18 AM |
| 35 | Archival of electronic records is a very fundamental issue that I feel has not been adequately addressed. All courts should be following the same method for archival of electronic records - right now, everyone does it differently or no method is in place. | Oct 29, 2013 7:13 AM |
| 36 | Need to recognize certain electronic filing systems, other than microfiche, as acceptable to help reduce paper storage. | Oct 28, 2013 2:11 PM |
| 37 | I would like to see standards set for handling email. Possibly even broke down into how to determine if an email is a record or not. I would also like to see a PDF or Text File be approved as an official digital record type as I believe right now it is only microfilm?? | Oct 28, 2013 2:05 PM |
| 38 | Funding not available. | Oct 28, 2013 1:37 PM |
| 39 | digital images vs. microfilm. Why do we still need microfilm if we have the digital image? | Oct 28, 2013 12:44 PM |

Q7. Has your organization made recent improvements to ERM or does your organization have plans for improving ERM?

1	Move toward technology driven system and away from microfilm and/or physical documents.	Nov 8, 2013 4:04 PM
2	Our organization is in the process of starting an Electronic Management Content System.	Nov 8, 2013 11:31 AM
3	DEQ utilized an internal business process review team to recently analyze the department's document management and control processes. The report identified department strengths and weaknesses including recommendations for additional team work to determine a department-wide cradle to grave approach, particularly for electronic records. Among the challenges with current record and document processes the team identified, include version management, workflow, managing metadata, security and access, and storage. The team is collaborating with state-wide efforts to determine solutions but anticipates challenges with selecting an appropriate technology or product that will provide the customization necessary for individual business units needs within agencies, funding to pay for an enterprise system, IT support, and implementation including user training.	Nov 8, 2013 11:03 AM
4	No clear cut guidance for retention periods.	Nov 8, 2013 9:35 AM
5	DNRC plans to implement a comprehensive, long-term agency-wide information management program using an ECM solution to manage DNRC records and information. Due to limited funding and staffing obtained during the last session, the project is starting out with limited programs (Reserved Water Right Compact Commission and Land Board). The type of functionality for those systems would primarily be straight archiving of paper records and a modest ongoing workflow module with ERM capability. However, DNRC plans to build on the system over time as funding becomes available. The plan is to release an RFI in late 2013/early 2014 and follow through with an RFP.	Nov 8, 2013 8:02 AM
6	Some preliminary discussions have been held, but minimal traction	Nov 7, 2013 4:28 PM
7	We are in initial efforts to create and route electronic records via SharePoint but the process requires IT resources that are limited/unavailable, ie electronic signatures. Other improvements include the Agency Disposal Delegation Authority and implementation of migration plan template.	Nov 7, 2013 4:09 PM
8	Architecture & Engineering Division believes it is probably in the states best interest to get all of our building specs and plans on our share drive. However, a special scanner is probably needed due to the size of the plans and funding to store the specs and to get them onto the share drive is unknown and cost is probably an issue.	Nov 7, 2013 9:24 AM
9	A huge undertaking for there are boxes and boxes of documents - who has time to go through them??? Where does the FTE come from and funding for same?	Nov 7, 2013 9:18 AM
10	We have made great strides in updating records management policies in the last couple of years and will continue to work on classes of documents.	Nov 6, 2013 3:17 PM
11	We want to implement an imaging system that will allow us to scan, store and retrieve payroll information, accounts receivable information, accounts payable and licensing information.	Nov 6, 2013 3:12 PM

Q7. Has your organization made recent improvements to ERM or does your organization have plans for improving ERM?

12	We are currently working to update all records retention policies to include ERM, and will be working on scanning records.	Nov 6, 2013 2:48 PM
13	New electronic records system for educator licensure. Other e-records stay on our server.	Nov 6, 2013 2:41 PM
14	We would like to plan for ways to save additional records in an electronic format, specifically transcripts of hearings.	Nov 6, 2013 2:09 PM
15	Adding Migration Plans to agency Retention Schedules Collaboration with IT in regards to eRIM requirements	Nov 6, 2013 1:50 PM
16	We have started small, working on a specific set of records and hope to expand the workflow and procedures to fit more eRecords over time. This will require additional funding and/or infrastructure to make meaningful progress.	Nov 6, 2013 1:02 PM
17	The challenge would be cost	Nov 6, 2013 12:05 PM
18	In 2009 we had a third party consultant perform a records management assessment. Although some minor changes were made based on this assessment, the decision package we requested to continue improvements was denied so funding continues to be the issue, including FTE to engage and manage this intensive process. The answers in this survey are based on this assessment.	Nov 6, 2013 9:59 AM
19	Hundreds of paper records had to be physically scanned into the electronic record.	Nov 6, 2013 8:37 AM
20	Waiting to see if the state updates/implements its retention schedules inclusive of electronic records/email	Nov 4, 2013 1:18 PM
21	Cost	Nov 1, 2013 6:55 PM
22	Eliminating hard copies will be difficult and trust will need to be earned that the electronic file is just as good.	Oct 31, 2013 3:34 PM
23	currently implementing a document scanning program	Oct 31, 2013 1:07 PM
24	We are trying to have more documents available in a "digital format" for the public. The current State Retention Guide still requires that permanent records still be maintained in paper or microfilm. So if we are scanning documents, we still have to store paper documents or make microfilm duplicates. It would be nice to have standards geared toward the preservation of electronic records so we could get rid of paper.	Oct 31, 2013 10:18 AM
25	We are developing a web based system for mental health services, which in the future will be expanded to other school based services such as Speech, OT, and PT. This system allows input of progress notes, mainly it is for billing Medicaid and other insurance but it also tracks other information and scanned documents can be uploaded to it. It allows for electronic signatures etc. Finding guidance for the system has been a challenge. We have a computer programmer working on it and he has spend a lot of time contacting state and federal agencies to make sure our system will be in compliance with FERPA, HIPAA and Medicaid. Its a	Oct 31, 2013 8:37 AM

Q7. Has your organization made recent improvements to ERM or does your organization have plans for improving ERM?

very complicated process.

26	This question is hard to answer when our ERM is provided by the state. Of course we want to continually improve and grow with technology as is comes available. This; however, is up to the state to implement for us.	Oct 31, 2013 8:27 AM
27	Have been looking into software that will allow for better management but will wait to see what this committee will recommend.	Oct 31, 2013 8:15 AM
28	Need support in doing so, however.	Oct 31, 2013 6:41 AM
29	Putting all older documents on electronic files is difficult as there isn't a protocol for counties to follow.	Oct 31, 2013 6:26 AM
30	Last year we adopted policies regarding staff use of electronic devices, messaging, and media. Those partially spell out expectations but are not real clear on record retention and disposal.	Oct 30, 2013 4:54 PM
31	Board policy has been up-dated.	Oct 30, 2013 3:24 PM
32	We would like to store the documents/records either on a computer to search for specific records or in a cloud once approved by the state.	Oct 30, 2013 2:05 PM
33	But we need to as we are small and do not have the space to store paper records	Oct 30, 2013 2:03 PM
34	We have recently filed new electronic retention requests to conform with our new database which has a records management system.	Oct 30, 2013 1:36 PM
35	We have implemented a new software within the Clerk and Recorder's office for recorded images and are now accepting electronic recordings. In addition, we have started a project to digitize archived images.	Oct 30, 2013 12:42 PM
36	better method of producing emails.	Oct 30, 2013 12:25 PM
37	off site storage of microfiche cloud storage	Oct 30, 2013 11:42 AM
38	We don't have specific plans, other than to participate in enterprise efforts to address ERM issues.	Oct 30, 2013 10:54 AM
39	Re-Organizing electronic file structure to better access workpapers. Having the time to complete re-organization and maintain daily workload.	Oct 30, 2013 7:25 AM
40	We have not started scanning yet	Oct 29, 2013 1:26 PM
41	However, we have both policy and technology barriers to implementing ERM.	Oct 29, 2013 10:38 AM
42	Develop new policy and procedures.	Oct 29, 2013 8:58 AM
43	Still don't have electronic records.	Oct 29, 2013 8:29 AM
44	We intend to add resources to our agency intranet to help new and current employees manage their records.	Oct 29, 2013 8:15 AM

Q7. Has your organization made recent improvements to ERM or does your organization have plans for improving ERM?

45	We implemented a paper Records Policy. We now submit disposal requests to the state before we destroy any documents.	Oct 29, 2013 8:05 AM
46	Currently in the process of organizing old records.	Oct 29, 2013 7:56 AM
47	The money to be able to scan my records to be able to access electronically. I have digitized about 1/2 of my deed books and they can be accessed on the public computer.	Oct 29, 2013 7:39 AM
48	The cost of additional storage space for long term continuity (so we have enough to last a long time, and they remain the same -- as opposed to mixing different types of storage media.) Cost is a huge factor in improvements.	Oct 29, 2013 7:21 AM
49	I've worked here for 4 months and found that the previous City clerk started on the disposal process. But there is no policy or anything to keep track of the filing or disposal process. I actually called Black Mt last week to see if they had software for Retention. They did not, but they were going to explore it.	Oct 29, 2013 7:18 AM
50	Learning curve.	Oct 29, 2013 7:14 AM
51	Our court will be a 'pilot' court for e-filing, a very exciting change.	Oct 29, 2013 7:13 AM
52	We have just begun scanning some older cases and will continue to move forward in expanding our ERM process.	Oct 28, 2013 2:36 PM
53	We have a digital repository in place that the Clerk's office manages. We are also working on implementing a software solution add on that will help manage the retention times of these records. Our problem is only a few departments are using the system, or are using a different system, or are not scanning at all. We are reviewing how to manage records as an entire City instead of each dept doing their own thing.	Oct 28, 2013 2:05 PM
54	We've made no plans, I feel the general idea is to see what other counties are doing.	Oct 28, 2013 1:44 PM
55	Funding is the biggest factor in records management. We simply do not have the funding to have all of our records converted to electronic.	Oct 28, 2013 1:37 PM
56	Just making sure staff are following the policy	Oct 28, 2013 1:00 PM
57	We are in the process of having more records scanned.	Oct 28, 2013 12:56 PM

Q8. Please rate the following areas in terms of their importance for your organization for improving ERM.

1	We view management support as key to improving ERM system implementation for success. Accountability to system implementation is critical and there must be a user-friendly process to monitor and verify. The implementation of any ERMS will be ineffective if work units are required to drastically alter their business processes to accommodate the technology.	Nov 8, 2013 11:03 AM
2	Better assistance from Secretary of State's office for direction regarding transitioning to ERM.	Nov 8, 2013 9:35 AM
3	Funding - DNRC has funding for a startup agency-wide program, however, even though initial purchase and startup costs will not recur, storage costs will continue to increase as more data is stored. Technology - non-proprietary file format with high data security is important; other than that, the specific technology used is not overly important. Staff resources - DNRC has a very small programming staff and would have to pay for most customization. Management support - DNRC Leadership actively supports our ECM/ERM project so we have already crossed that hurdle. Statute/rule changes - the clearer state statute and policy are in addressing ERM, the better since that is how information is created and kept today. Trying to maintain a permanent hybrid of old technology (paper, microfiche, etc.) and more modern electronic technology is not an efficient use of staff time in the current technological climate. Internal policy changes - we need to continue standardizing policies for creating and maintaining e-information consistently across divisions and our statewide offices. Education and training - continuing to work to ensure that as many employees as possible are trained in information management and ERM specifically since it is both a technical and ever changing field. Also, as with policy, ensuring that training is consistent across all of DNRC. Additionally, if the state could offer more training that focused on ERM and information management that would help ease the internal burden.	Nov 8, 2013 8:02 AM
4	SRC's priorities are funding, education and rule.	Nov 7, 2013 4:09 PM
5	See item #7	Nov 7, 2013 9:18 AM
6	We feel that we can provide better customer service, if we can retrieve information at our finger tips instead of having to send for and go through boxes of information. We also feel that our IT department is capable of providing this service for our agency and that if we can collaborate with them and the Secretary of States Office we can attain this goal, while maintaining confidentiality and security of the information.	Nov 6, 2013 3:12 PM
7	The assessment recommends a Records Management Coordinator, a Records Management Committee, updating Records Schedules, develop and implement a list of standard file names, complete conversion to electronic records by scanning documents, initiate staff training programs, establish routine cycles for reviewing records schedules, implement records management training as part of employee orientation and performance assessments, develop a records management manual and develop a disaster recovery plan for all offices.	Nov 6, 2013 9:59 AM
8	As a smaller, rural county without an IT department, we have little to no resources directed at ERM and very little understanding of what it would take to put an effective ERM system in place.	Oct 31, 2013 1:48 PM

Q8. Please rate the following areas in terms of their importance for your organization for improving ERM.

9	Improving ERM is so very important. Not only will it allow my office to increase in efficiency but it will also be cost effective for my county. To allow long term retention of records by electronic means to me is an important change that needs to be made. The strain on my county budget to microfilm files is not available. We then need to store hard files, which takes up precious space, since we are unable to destroy those files.	Oct 31, 2013 8:27 AM
10	when you have various elected officials all with their own authority and priorities it is difficult at times to get buy-in. It would be better to have state mandates in this instance.	Oct 30, 2013 12:25 PM
11	From my perspective, I'd put Statute or Rule Changes as my #1 priority. Those changes need to happen first and will drive the other areas. I'd put Funding at #2 because I anticipate any changes will require some new investments in technology, training, etc., even with the potential of shifting resources to do things differently.	Oct 30, 2013 10:54 AM
12	NO consistent guidelines/education across agencies.	Oct 30, 2013 7:25 AM
13	We don't have the staff to spend the time needed on records management.	Oct 29, 2013 8:33 AM
14	ERM requires trained experience personnel to manage the records. Until the pay matches the expertise and experience, the courts will constantly be in a flux mode - constantly training as experienced personnel leave for better pay.	Oct 29, 2013 7:13 AM
15	Guidance on storage and retention	Oct 28, 2013 1:13 PM

Q9. Please provide any additional input (concerns, suggestions, unique needs, etc.) you have regarding ERM.

1	An enterprise ERMS must be customizable by the agencies (not just ITSD). Further, records management infrastructure needs to be in place with policies, procedures, and RIM business processes developed from the bottom up PRIOR to implementation of an ERMS.	Nov 8, 2013 11:03 AM
2	Lack of clear direction	Nov 8, 2013 9:35 AM
3	The more the state focuses on ECM and ERM the better since an incredible amount of electronic information is being created and maintained regardless and in addition to any "official" records that are being created. The problem is not going away and the storage (size/cost), public information, and e-discovery issues compound daily. These are not necessarily unique needs, but requirements that are important to DNRC are: non-prohibitive costs since DNRC has very limited funding for and actual agency-wide ECM; the ability to integrate with existing systems; ability to manage e-discovery and public information requests; workflow management and digital signatures; bulk adaptive OCR for already scanned documents; the ability to store georeferenced data and geotagging of photographs; compliance with federal standards (including SEC and IRS); ability to run analytics; mobile device capture; ERM of websites and social media; the ability to accept online payments. Regarding social media policy in question #4, DNRC is still in the process of drafting more specific policies for Facebook and Twitter (which we have accounts). In the interim, it is covered under our traditional public information policy which states that, "...the same rules outlined in this policy for more traditional forms of information dissemination apply to all forms of social media. I have filled out this one survey with input from, and on behalf of IT, legal, program staff, and DNRC Leadership.	Nov 8, 2013 8:02 AM
4	Ground up education for decision makers might be the best first step. Additional guidance via examples, suggestions, best practices, etc might also help to get some forward motion.	Nov 7, 2013 4:28 PM
5	SRC has a role in implementation and guidance for Executive Branch agencies and is willing to participate in any ERM improvements.	Nov 7, 2013 4:09 PM
6	If I only had the TIME!!!! The steps that we have to take--going through the Council and then the State-is a good idea but cumbersome. Sure wish there were more of me.	Nov 6, 2013 4:58 PM
7	My main concern is for the state to get a statewide program that can help users identify email as records or non-records when they are sent and when they are received so users have to identify them and designate the proper retention period.	Nov 6, 2013 2:41 PM
8	I am glad to see there is action being taken to address this important programmatic and systematic (function) required by state and local agencies.	Nov 6, 2013 1:50 PM
9	We question the logic of the volume of records that are placed in archive as unnecessary, possibly a waste of taxpayer dollars. We have a need to convert court transcripts to electronic files to improve records management, reduce space needs and archiving costs.	Nov 6, 2013 8:37 AM
10	It would be best if the state provided an erm policy for consistency throughout local governments.	Nov 4, 2013 1:18 PM

Q9. Please provide any additional input (concerns, suggestions, unique needs, etc.) you have regarding ERM.

11	Time and resources are needed	Nov 4, 2013 9:06 AM
12	My county is the largest in Montana. We desperately need to have the ability to electronically file. In the last 10 years case loads have increased, we have added another judge, our county attorneys office has created 8 new positions yet my office has not created any new positions in that time. We are working with the same number of full time staff as we were 10 years ago. Electronic filing would improve our effectiveness and efficiency.	Oct 31, 2013 8:27 AM
13	Security of personal information is always a top priority but with electronic means of storage and retention should encryption be implemented as well, especially in the light of the influx of cyber crime?	Oct 31, 2013 8:15 AM
14	Not sure if we are educated enough to have the right questions.	Oct 30, 2013 4:54 PM
15	We need more information on this subject	Oct 30, 2013 4:01 PM
16	Thank you for taking on such an important task. I also don't think we should have to go the state to ask for approval to destory the records that are not permanent,	Oct 30, 2013 2:05 PM
17	An electronic process for approving disposal requests would greatly speed up the process.	Oct 30, 2013 1:36 PM
18	KISS	Oct 30, 2013 12:25 PM
19	Move the office if clerk of district court to E R M	Oct 30, 2013 12:00 PM
20	Security and privacy issues.	Oct 30, 2013 11:28 AM
21	Because of the lack of definitive direction on electronic records, valuable records may be lost over time as the technology advances and availability of records to citizens will be haphazard because government entities and agencies are all approaching electronic records differently, with different standards and approaches.	Oct 30, 2013 10:54 AM
22	Lots of information within our office has sensitive information (TIN's). Due to security concerns, we have not yet considered moving the paper forms to an electronic version. Would need to understand how other offices have been successful in addressing the security versus accsss questions.	Oct 30, 2013 7:25 AM
23	want to be very sure on what can be disposed of by shredding or burning. if the county plans on putting a computer in the court house for the public to use and who is going to be responsible to get all of the Very Old files in the system as micro phish is becoming a thing of the past.	Oct 30, 2013 5:51 AM
24	funding is the largest setback we have with regards to ERM. While we could be managing records more thoroughly with a scanner, we do not have the funding to justify it. Also, we are slowly adding more and more things we as clerks choose to keep electronically, we have no official policies or obligations to do so. Because of this, we do not have a uniform system. Should we choose to put a permanent policy in place that required more complete and permanent electronic record retention, we would need to deal with the obstacles of getting funding and	Oct 29, 2013 3:12 PM

Q9. Please provide any additional input (concerns, suggestions, unique needs, etc.) you have regarding ERM.

hiring additional staff. Our community is growing quickly, along with our work load. To add more daily record keeping obligations would require time we do not have. On a side note, older records can be almost impossible to decipher or find. There is no uniform standard and each decade or judge varies extremely. To be able to have more ERM tools and a system to incorporate old files could help with that issue tremendously.

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| 25 | This effort will require a solid training plan and management buy in to make it work right. How training is conducted and maintained will also be critical to the success of ERM. | Oct 29, 2013 8:58 AM |
| 26 | The Montana State Library faces unique records and information management challenges because we manage a geographic information system and also a state publications depository program. | Oct 29, 2013 8:15 AM |
| 27 | As far as I know (I am fairly new) we don't really have or use an ERM policy or setup. If it's not done in Black Mountain Software, it's done manually. | Oct 29, 2013 7:35 AM |
| 28 | While the advancements in technology are great, they are not necessarily less work or a time saver. Staff now really need multiple skill sets to succeed in what is expected of them in terms of records management. | Oct 29, 2013 7:21 AM |