Executive Summary

Most records are not created on paper anymore. As computer systems and applications proliferate and are further embedded into regular work processes, information is being created in a digital medium (commonly referred to as being "digitally born") at an ever-increasing rate. Estimates by the National Association of State Chief Information Officers (NASCIO) indicate that *97 percent of all information is now created and maintained electronically*. This presents unique challenges for the Division of State Archives and Records Service (State Archives), as well as all state agencies who are concerned about managing electronic information and records.

*97 percent of all information is now electronic*

The state must address *two goals*: to *provide policies* and standards for the world of electronic records and to *provide technological solutions* to manage electronic formats.

There are several business drivers which emphasize the need for solutions to manage electronic records. These include, but are not limited to:

- *eDiscovery* and the *requirement to produce records in electronic format* as part of the litigation process.
- *e-record vulnerability* with the ever-increasing use of technology that puts *at risk important records for business continuity* and loss of investment.

The challenges are great, but the State Archives and the Department of Technology Services must identify and implement an Electronic Records Management (ERM) strategy; otherwise there are great risks. The risks of not being able to fulfill GRAMA and eDiscovery requests alone are significant. Additionally, the lack of an ERM program will impact day-to-day business processes at an increasing rate until it is addressed.

The ERM Model
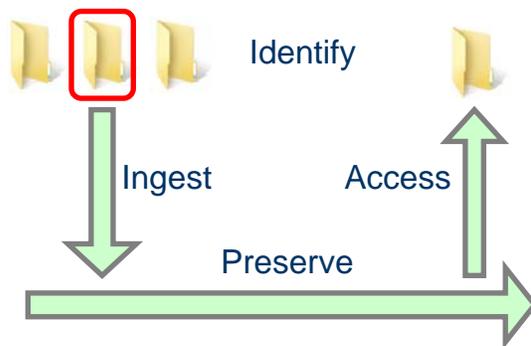
The State Archives has identified a model to develop ERM strategies, policies, practices and procedures. The model will drive the business and technical requirements that will allow DTS to provide technical solutions for the ERM program.

Next Steps

To define and implement an ERM program, State Archives will:
- Pursue state-wide engagement on ERM strategy and implementation
- Establish advisory group
- Define maturity model and business requirements
- Work with DTS to review and find technical solutions
- Pursue resources necessary to support an ERM solution