Records Management Highlights in 2021

February 11, 2022

The start of a new year is always a good time to reflect on the previous year; and oh, what a year it has been. As we embark on yet another year of a global pandemic, it is becoming obvious that the county workforce remains resilient in the face of ongoing change. In the important area of records and information management, that resiliency is obvious as the county has made various achievements throughout the past year in improving records management practices. This report details just a few of those achievements.

As public employees, we are governed by various laws, statutes and policies that affect how we work with our records and information. To help support our workforce in meeting those needs, the Records Management Program supports Content Manager, the county's enterprise records management system. Use of Content Manager is prescribed by various executive policies, which specifies that Content Manager is the official repository of King County's **inactive electronic records** and is also required to send **inactive physical records** for storage at the King County Records Center. As a reminder, other executive policies also prescribe certain records management steps when onboarding new employees and when they exit or transfer from employment.

Remember that Content Manager is just one tool that agencies might use to manage their records. Agencies might have reached certain records management successes that wouldn't be captured on this report. Throughout the coming year, the Records Management Program will be embarking on a project to replace the data in these manually created reports with interactive dashboards (via PowerBI). During that process, we will solicit feedback from agencies about what they would like to see.

Proper records management is an essential part of best run government and supports important values such as compliance, transparency, and continuous improvement. The King County Records Management Program (RMP) provides important tools and resources to help all county agencies effectively manage their records.

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Countywide Improvements Seen in Content Manager

Comparing data in 2021 from 2020.

- There has been an **increase in the percentage of employees that have taken Content Manager training** (went up from 7% to 9%). This shows that more employees have the knowledge and tools necessary to manage their records.

- There has been a **decrease in folders without cutoff dates entered** (went down from 65% to 53%). This helps to ensure that records in the system are managed appropriately and go through their entire retention lifecycle.

- There has been a **decrease in empty folders** (went down from 22% to 16%). This helps to ensure that records in Content Manager are managed efficiently and helps to cut down on end-user confusion and simplified searching.

- There has been **an increase in the number of agencies with staff in records management roles**, such as records management lead and disposition authority (went from 24% up to 64%). Having users in records management roles throughout the county provides a robust records management network, which helps to ensure overall good information management throughout the county.

- There has been **an increase in the number of electronic records dispositioned** from Content Manager (832,067 in 2020 and 1,989,003 in 2021). One of the main benefits of using a records management system like Content Manager is the ability to efficiently manage the information throughout its lifecycle and the ability to disposition records when they are legally eligible. This is beneficial for the county and helps to reduce risk in many areas, including the process of responding to public records requests.

Agency-Specific Improvements and Successes

- **DJA** (Department of Judicial Administration) had great improvements on the percentage of staff who have taken Basic Records Management Training (went from 35% up to **93%)**

- **KCIT** (King County Information Technology) made great improvements in filling roles in their records management network (they went from 35 vacancies in 2020 to **zero** in 2021)

- **DES-RALS-RASKC** (Regional Animal Services of King County) remains the agency with the largest percentage of employees using Content Manager (**100%**). They remain successful by ensuring that using Content Manager is incorporated into their daily work.

- **DNRP** (Department of Natural Resources and Parks) embarked on an exciting project to digitize much of their paper records as part of their effort to switch to permanent telework for most employees. This exciting project (which is still ongoing) allows them to continue to do their work in an ever-changing environment. Throughout the year 2021, the department filed **146,601 electronic records** to Content Manager and sent **208 boxes** to the Records Center.

- **DPD** (Department of Public Defense) embarked on an exciting project to move most of their physical records from third party storage vendors to the King County Records Center. During the year 2021, they moved **10,705 boxes** into the Records Center. This change provided significant cost savings to their department, and will also help to ensure consistent indexing of and access to their records in the future.

Content Manager Technical Improvements

- In October 2021, the Records Management Program and KCIT facilitated an upgrade to Content Manager. This upgrade helped to achieve several improvements:

  - Installations are now automatic for all Executive branch employees
  - The addition of search forms
  - The addition of the ability to be able to cancel slow searches
  - Various other improvements to searching

Agency Name	# of employees	Records Management Foundation				Content Manager Foundation						Folders in Content Manager					Electronic Records in Content Manager				Boxes at the Records Center		
		Employees that completed Basic RM training		Number of vacant roles		Employees that completed CM training		Employees with access to CM		Employees that filed in 2021		folders without cutoff dates		empty folders		# of folders total	filed in 2021	dispositioned in 2021	total in CM	# of past due consignments (e-records)	entered in 2021	dispositioned in 2021	total at the Records Center
		#	%	DAs	RMLs	#	%	#	%	#	%	#	%	#	%								
King County*	15,776	1,722	11%	43	29	1,489	9%	2,733	17%	282	2%	37,697	55%	13,839	20%	68,579	1,855,970	1,989,003	16,062,720	24	12,401	3,160	112,794
4Culture**	28	n/a	n/a	2	2	n/a	n/a	33	100%	26	93%	600	48%	672	54%	1,242	40,941	49,418	153,643	0	0	36	43
DAJD	802	22	3%	0	0	13	2%	33	4%	0	0%	11	22%	5	10%	51	0	8,806	42,768	0	305	459	2,068
DCHS	550	76	14%	6	4	47	9%	100	18%	7	1%	84	72%	12	10%	116	96,903	1,033	218,013	0	23	21	1,347
DES	880	101	11%	3	4	208	24%	501	57%	95	11%	8,301	45%	5,189	28%	18,505	507,965	1,096,748	4,626,032	6	139	274	4,413
DES-BRC	68	13	19%	0	0	0	0%	4	6%	0	0%	1	100%	0	0%	1	0	0	45,325	0	0	0	15
DES-DIR	24	3	13%	0	1	10	42%	15	63%	2	8%	115	23%	35	7%	490	5,946	0	402,629	4	0	1	10
DES-FBOD	164	20	12%	0	0	86	52%	156	95%	28	17%	5,277	44%	4,111	34%	11,990	329,146	244,863	2,092,852	2	46	101	3,136
DES-FLT	69	6	9%	1	0	2	3%	26	38%	1	1%	14	5%	120	45%	269	4,108	0	29,249	0	0	33	12
DES-FMD	331	20	6%	1	1	5	2%	36	11%	0	0%	45	41%	0	0%	110	0	13,129	29,158	0	0	8	236
DES-KCIA	53	16	30%	0	0	26	49%	84	100%	1	2%	356	41%	278	32%	862	3	0	315,086	0	0	15	71
DES-OEM	25	12	48%	0	0	16	64%	17	68%	0	0%	0	0%	1	50%	2	1	0	1	0	22	0	22
DES-ORMS	26	1	4%	0	0	23	88%	26	100%	8	31%	489	87%	7	1%	563	5,187	11,350	269,029	0	33	10	271
DES-RALS	120	10	8%	1	2	40	33%	144	100%	55	46%	2,004	48%	637	15%	4,218	163,574	827,406	1,442,549	0	70	107	640
DHR	152	20	13%	6	4	10	7%	82	54%	4	3%	1,149	67%	149	9%	1,705	5,008	149,103	222,564	0	0	85	3,411
DJA	230	209	91%	0	1	164	71%	176	77%	27	12%	84	14%	365	62%	586	114,954	0	175,568	0	0	133	9,370
DLS	496	73	15%	1	0	15	3%	32	6%	4	1%	124	48%	97	38%	258	138,988	0	145,155	3	56	2	2,054
DNRP*	1,676	545	33%	10	1	618	37%	743	44%	73	4%	13,200	83%	5,358	34%	15,905	146,601	43,281	1,114,726	1	208	665	10,989
DNRP-DIR	36	9	25%	3	0	8	22%	35	97%	4	11%	148	51%	32	11%	293	539	186	15,444	1	0	0	18
DNRP-PKS	383	189	49%	0	0	171	45%	76	20%	2	1%	70	45%	57	37%	156	69,671	10,067	79,975	0	2	70	382
DNRP-SWD	418	60	14%	6	1	61	15%	166	40%	23	6%	1,291	60%	870	41%	2,148	44,831	8,099	239,764	0	6	90	1,739
DNRP-WLRD	408	138	34%	1	0	81	20%	146	36%	4	1%	1,157	85%	1,012	74%	1,361	378	14,105	57,912	0	68	468	1,998
DNRP-WTD*	431	149	35%	0	1	297	69%	347	81%	40	9%	10,534	88%	3,387	28%	11,947	31,182	10,824	721,631	0	132	37	6,852
DOA	201	8	4%	0	0	5	2%	15	7%	0	0%	0	0%	0	0%	0	0	0	0	0	0	1	21
DPD	398	35	9%	5	0	4	1%	15	4%	0	0%	0	0%	0	0%	1	11	0	11	0	10,705	16	12,431
DPH	1,963	174	9%	1	2	45	2%	113	6%	0	0%	20	83%	14	58%	24	1	0	3,074	0	210	381	22,274
KCC	165	8	5%	1	4	44	27%	119	72%	22	13%	4,354	30%	839	6%	14,542	692,814	52,526	5,120,262	1	42	4	950
KCDC	351	15	4%	1	0	2	1%	4	1%	0	0%	0	0%	0	0%	0	0	0	0	0	0	0	40
KCE	88	12	14%	0	0	12	14%	25	28%	0	0%	209	71%	1	0%	294	0	3,688	66,698	0	101	0	426
KCEO	135	19	14%	5	3	9	7%	29	21%	0	0%	1,013	65%	76	5%	1,562	0	12,562	1,080,441	0	129	74	454
KCIT	465	29	6%	0	1	81	17%	184	40%	18	4%	472	22%	107	5%	2,184	74,418	571,605	1,222,382	3	0	17	195
KCSC	423	27	6%	1	1	15	4%	40	9%	3	1%	0	0%	1	14%	7	50	0	50	0	87	65	2,312
KCSO	1,070	92	9%	1	0	8	1%	37	3%	0	0%	0	0%	1	100%	1	0	0	0	0	48	82	1,523
MTD	5,148	190	4%	0	0	78	2%	263	5%	2	0%	615	48%	369	29%	1,284	1,221	0	437,864	11	61	0	3,836
PAO	581	67	12%	0	3	27	5%	127	22%	1	0%	7,270	86%	369	4%	8,487	2	233	852,722	0	277	845	34,337

PeopleSoft employee counts pulled on 1/4/2022.
* subtracted 240 from total number to account for DNRP-WTD staff that do not manage records
** 4Culture employees do not have access to trainings in NeoGov Learn.