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# **Managing Change for an Active Records Center: Moving from Paper to Electronic Records**

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# Agenda

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- **Sandia National Laboratories**
  - Sites
  - Heritage
  - Business
- **Background of the Centralized Records Center**
- **Moving from Paper to Electronic**
- **Converting Paper to Electronic**
- **Managing Electronic Records**
- **Advantages**
- **Projects**
- **Processes and Partnerships**
- **Interactions with Customers**
- **Synopsis and Questions**

# Sandia's Sites

Albuquerque,  
New Mexico

Livermore,  
California



Kauai,  
Hawaii



Yucca Mountain,  
Nevada



WIPP,  
New Mexico



Pantex, Texas



Tonopah, Nevada

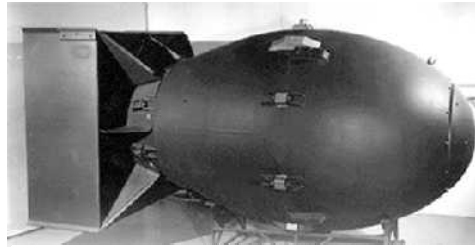






# Heritage

*“Exceptional service in the national interest”*



THE WHITE HOUSE  
WASHINGTON

May 18, 1949

Dear Mr. Wilson:

I am informed that the Atomic Energy Commission intends to ask that the Bell Telephone Laboratories accept under contract the direction of the Sandia Laboratory at Albuquerque, New Mexico.

This operation, which is a vital segment of the atomic weapons program, is of extreme importance and urgency in the national defense, and should have the best possible technical direction.

I hope that after you have heard more in detail from the Atomic Energy Commission, your organization will find it possible to undertake this task. In my opinion you have here an opportunity to render an exceptional service in the national interest.

I am writing a similar note direct to Dr. O. E. Buckley.

Very sincerely yours,

Mr. Leroy A. Wilson,  
President,  
American Telephone and Telegraph Company,  
195 Broadway,  
New York 7, N. Y.





# Our Business: National Security

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- **Core purpose**
  - to help our nation secure a peaceful and free world through technology
- **Highest goal**
  - to become the laboratory that the United States turns to first for technology solutions to the most challenging problems that threaten peace and freedom for our nation and the globe





# **Background of the Centralized Records Center**

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❖ **Established in 1994 by several program areas to centralize management of their records**

▪ **Program Areas:**

- **Environment Restoration**
- **Environment, Safety and Health**
- **Safeguards and Security**
- **Power Sources**
- **Production**
- **Training**



# Moving from Paper to Electronic

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- **The record center is:**
  - a centralized records location
  - in a favorable position to move from managing paper records to electronic records
  - developing a solution for managing electronic records.





## **Converting Paper to Electronic**

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- **Paper records were scanned and stored in an electronic content management system.**

- **IMS (pilot)**

**Information Management System was created at Sandia to managing drawings for NW projects.**

**They allowed us to use their system as a pilot.**



## **Converting Paper to Electronic (cont)**

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- **Web FileShare (Stellent)**

**A document management system installed prior to 2000 for use with unclassified and classified records.**

- **Shears**

- **Software/database created as an indexing tool to link to documents in IMS and then WFS. At the time it was necessary for a front end to be developed for adding metadata and indexing the records stored electronically.**



# Managing Electronic Records

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- **Electronic Mail Box**
  - It has become a primary tool used in the receipt and transfer of electronic documents
- **Web FileShare (classified and unclassified)**
  - All documents were transferred from IMS into Web FileShare
- **Digital Archives**
  - For inactive electronic records – customers databases (no longer actively using but need to maintain for retention)
  - Retirees Personnel files
- **FileNet (unclassified)**
  - Migration – between two corporately supported ECMs



# **Advantages**

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- **Desktop**
  - Records instantly available
- **Searching**
  - Content management searches are easier than looking through file cabinets or boxes
- **Preservation**
  - Corporately supported: migration and disaster recovery
- **Storage Space**
  - Records center facility did not have to enlarge
- **Audits, litigation, FOIA requests, NIOSH**
  - Request for records are always in electronic format



# Projects

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- **Ongoing**
  - **Security Footprint**
    - Pilot to scan all classified records to electronic format
    - Reduce secured space, reduce security infractions, and close vaults
  - **Microfilm and Microfiche**
    - For access and utilization of Technical Library CTF (Central Technical File) and SAND Reports
    - NIOSH
- **Future**
  - **Marketing**





# Processes and Partnerships

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- **Continued Process Improvement**

- Metadata
- OCR
- Quality control

- **Partnerships**

- Research and Development

**IMS**

- Information Technology

**Web FileShare**

**Enterprise Information Management System – IBM FileNet**

- Classification and Legal Departments



# **Interactions with Customers**

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- **Information Support for Departments**
- **Work Requests**
- **Evaluation**
  - **Scope of work**
  - **Records Management Requirements**
  - **Cost Estimate**
- **Work Process and Oversight**
  - **Quality Control**
- **Completion of project**
- **Review and lessons learned**



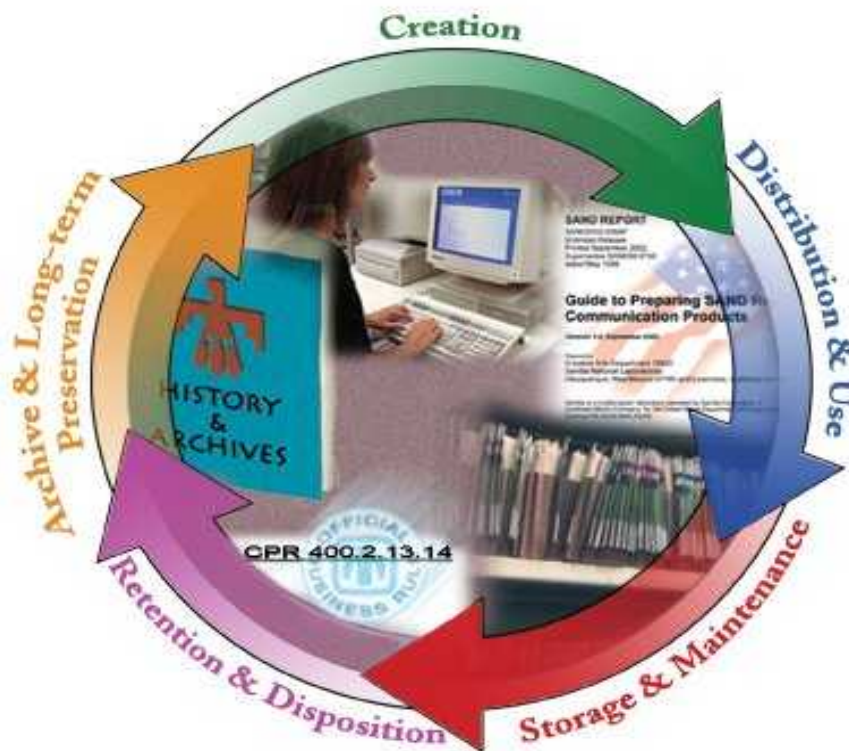
## Synopsis and Questions

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- **The move from managing paper records to electronic records was not company wide but with departments that required active and inactive records management services on a daily basis. These departments also required record center staff assistance with audits, FOIAs and other Legal search and document production requests. The ease of searching and viewing at the desktop was a successful solution to their business and regulatory requirements.**
- **Questions?**

# Barbara Staley, Records Management Analyst Kathryn Olson, Records Management Analyst

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Recorded Information Management Department – New Mexico