

Public Records Committee (PRC)

Via Microsoft Teams

May 17, 2022

3:30 – 4:15 pm

Attendance: All attendees joined the meeting remotely. Below are the attendees of the meeting:

Organization	Names
Adult & Juvenile Detention (DAJD)	Andrea Williams
Assessor's Office (DOA)	
Community & Human Services (DCHS)	Alex Conn, Jennifer Guy
District Court (KCDC)	
Elections	
Executive Services (DES)	Cindy Cawaling
Executive Services: Records and Licensing (DES RALS)	Norm Alberg
Executive Services: Records and Licensing, Archives, Records Management, & Mail Services (DES RALS ARMMS)	Cynthia Hernandez, Ellie Rhodes, Hannah Soukup, Valerie Vega, Ryan Wadleigh
Executive Services: Office of Risk Management Services (DES ORMS)	Shelby Miklethun (vice-chair)
Human Resources (DHR)	Jessie Carter, Bessie Vaughan
Information Technology (KCIT)	Lorre Wijelath, Megan Mason, Tim Morrow, Shannon Smith
Judicial Administration (DJA)	Danielle Anderson
King County Council (KCC)	Janet Masuo
Executive Office (KCEO)	
Local Services (DLS)	Greg Felton, Margo Christianson
Metro Transit (MTD)	Caroline Darrow, Mirla Santiago
Natural Resources & Parks (DNRP)	Sara Fitzgibbons
Prosecuting Attorney (PAO)	
Public Defense (DPD)	Mon Cheri Barnes
Public Health(DPH)	Tyler Entrekin, Charlotte Nickels
Sherriff's Office (KCSO)	Kimberly Petty
Superior Court (KCSC)	

1. Introductions

Norm Alberg called the meeting to order at 3:32 p.m. Cynthia Hernandez introduced the new County Archivist, Hannah Soukup. ARMMS and Hannah are mutually excited for what she will bring to the archives.

2. Approval of Minutes

Norm called for a motion to approve the minutes from April 19, 2022. Andrea Williams made the motion for approval and Sara Fitzgibbons seconded the motion. The minutes were approved by unanimous vote.

3. Privacy Program Update

Lorre is working with BDO for the final parts of the privacy maturity assessment planning and the beginning of the actual assessment. They are currently in the artifact and data gathering phase. BDO's initial review of the documents will create a number of questions for county leaders. BDO has a portal for the county for this project. Their initial review of the documents will create a lot of the questions for the assessment. Lorre will meet with county leaders, which may include the council and executive.

The project timeline for the milestones to completion is being planned. There are no dates to share yet, but Lorre anticipates BDO will be done with document review and interviews by the end of Quarter 4.

4. Public Records Program Update

Shelby has resigned from the PRC for work in the Boundary Review Board. An interim will be put in before the position is posted. Shelby has been in the position for 13 years and will continue to work with us, just in a different capacity. She will be greatly missed.

5. Check In About Emerging Concerns

- As a reminder, employees relinquish control over any records they create in a county system. Once a note, chat, etc. is sent, it enters the records lifecycle and becomes open to records requests. If action is taken on these records, the county *may* contact you as a courtesy.
- Cynthia invited Tim to give an update on chat retention so the PRC could have a discussion and share concerns. For background, when the county moved from Skype to Teams, there was a change in chat retention. When chats immediately disappeared in Skype, the shortest time they could be kept in Teams was 24 hours. However, under Microsoft's autodeletion, the chats could be kept for up to 72 hours. This information was shared with county staff. Anecdotally, some were able to access chat records for much longer than 72 hours, which could not be explained. Shelby brought to Tim's attention that after deletion, chats are kept in a bucket with deleted emails for 14 days, where they are not accessible, but can be restored or discoverable. KCIT is working with Microsoft to get answers, but there are still many unknowns, such as if chats and emails can be separated in the post deletion bucket. Communications are the current quandary. It was agreed that centralized messaging would be the most beneficial. KCIT sent out information about the original retention plan but are unsure about how to give updated info. Updates would likely be confusing and there will not be answers for many likely questions.

Tyler Entrekin will share this information with DPH. Staff likely do not want the kind of information in chats to get out. Not because of any "nefarious" information, but because chats tend to have personal and confidential information, especially because of the short retention period.

Cynthia brought up that the importance of connections between employees has been stressed, and this issue may affect that. Community building was one of the reasons DNRP was attached to Slack over Teams (discussed at the October 2021 PRC meeting).

Andrea Williams strongly believes we have a duty to inform staff and be transparent. Initial communications were adamant and clear about the 24-hour retention, so the PRC needs to be adamant and clear that this information is no longer accurate. Sara Fitzgibbons seconded this statement.

This issue has high visibility, but the timeline is dependent on Microsoft.

6. KCRIGG update

- The group had a very productive meeting yesterday. They have been doing robust testing on their issues. There are no specific time constraints, but there is some urgency for addressing these problems.
- The group will write up the social media guidance, which should be available by the next meeting.
- The group is also addressing the issue of using personal mobile devices (cell phones) to text, etc. for work.
- Chat guidance may be a new issue they take on.

7. KCIT Related Updated

- Granting supervisors access to exiting employee email and OneDrive records has been discussed but was put on hold because it might inform employers/supervisors about HR issues with them (or alert them if they do not get access to the records). DHR has a resolution to this issue and Tim will keep the PRC updated. There is no ETA for deployment at this point.
- The automatic retention for Teams meetings recordings, which are saved to OneDrive, changed from 180 days to 90 days on April 15th. This retention will not be applied retroactively, so all recordings before 4/15/22 will have a retention of 180 days. To keep the records longer than that, the files can be put elsewhere, such as in [Stream](#). This is independent of the records retention, which also needs to be followed.

8. ARMMS Update

- RM Survey - The records feedback survey is closed and the Records Management Program is processing the results. Many issues that were brought up are already being addressed through email management information, disposition training, and more guidance. Some of this information will reflect what is put on the records dashboard. The results will be shared soon.
- Retention Schedules out for consideration – The state has produced two more consultation retention schedule draft updates. The one for land use planning permits could drastically impact DLS. The updates to this schedule are not adequate for local government and the state received a lot of feedback to help draft another version. The changes to the fire and emergency medical records are minimal and are not expected to cause any upsets or notable changes. DPH uses this schedule. When Ellie gets schedule updates, she contacts those who use the schedule, via the Content Manager category information. If the schedule information is not up to date in CM, she will not necessarily know who needs updates.
- Disposition Process Improvement/Training – As part of the Continuous Improvement (CI) in ARMMS, the team is looking holistically (CM use, direct forms, archival transfers, Records Center, etc.) at the destruction process to improve the user experience. This will include less forms and training. Training for Disposition Authorities will likely go out in the next few months.
- WAPRO Presentation – tomorrow through Thursday (May 18-19) Shelby and Ellie will present on exiting employee processes and disclosure for exited employees.

- Onboarding new employees to CM – The RM Program is working with KCIT for a new process for CI. Now all new employees are getting activated Content Manager accounts, along with the established automatic installation of Content Manager. This is a direct response from the number of the helpdesk tickets for setting up accounts.
- Archives Vacancies and CIP – The archives will onboard a new team member next week, which is the same week they will move out of the Graybar building and back into the Fir Street building. Issues will include packing and unpacking microfilm and furniture. Another assistant archivist position will be posted soon. Upcoming archival projects include receiving and rehoming archival records, the backlog, then improving processes such as patron services. This is the most notable and concrete update on the Archives CIP in a long time.
- Annual Report Prep – due dates. Cynthia is data gathering for the three reports. The most recent report is on the PRC Teams site for those who are interested in reviewing it.
 - Digital Comms survey to be published by June 6, for completion by June 24.
 - PRC leadership review of narrative report between June Meeting and July 8.
 - Integration of additional content elements to be completed by Tuesday, July 12 as well.
 - Out to PRC by the COB July 12 with a vote request for completion by 7/15. This is as much or more time as was given PRC last year for this step.
 - Any changes integrated and a final submitted to the RALS DO with transmittal letter by Friday 7/15.
 - The RALS DO will then have a week (until July 22) to get it to the DES DO. The DES DO will then have a week or more to get it to the EO, which will then have a week or more to submit to council by the deadline of 8/15.

9. Good of the Order and Summarize Take-away Messages

The meeting went over by 15 minutes and some left at the scheduled end time of 4:15pm.

- After 13 years, Shelby Miklethun is leaving her role in the Public Records Program and stepping down from the PRC as a member and as vice-chair. Throughout the meeting, many expressed that they will miss Shelby, are grateful for the amazing work she's done, and are happy for her moving forward in her career.
- There will be an interim position for Shelby's role and an interim vice-chair for the PRC will be needed.
- The privacy assessments are beginning. The contractor is information gathering and a timeline is being developed.
- KCRIGG expects to share guidance for social media and personal mobile devices by the next meeting.
- Chat retention communications – Tim and Norm will meet with for sharing information and making it clear.
- The PRC report is being put together and all PRC members may need to turn in information.
- Teams recordings are kept for 90 days in OneDrive.
- Contact Ellie for schedule change information.
- There will be Disposition Authority training.
- Contact the RMP for onboarding into CM problems and concerns.
- The Archives CIP is moving forward.

- Sara and Shelby are working on eDiscovery training and will share more info as needed/requested. Sara will be the primary contact for this.

The meeting adjourned at 4:30 p.m.