Content Manager Guidance

Overview

This document is a general overview about **Content Manager (CM)**.

What is Content Manager?

- Content Manager (CM) is King County's **enterprise records management system.**
- Used since 2019 (successor to KC ERMS) and currently houses 18 million+ electronic records and 100,000+ box entries.
- **Complies with** industry and security standards, including DOD 5015.2, MOREQ2, HIPAA and CJIS; and Washington State retention schedules and related laws.
- Used by many other government agencies to manage their records (including City of Kirkland, Benton PUD, Multnomah County, City of Portland, Oregon Metro, State of Oregon, State of Michigan, Lancaster County (NE), Mat-Su Borough (AK), US Dept. of Energy, Wyoming State Archives, City of Las Vegas, etc.)
- Direct support provided by records management professionals in the county's Records and Information Management Program (CRIMP); also support from KCIT and OpenText (system's vendor).
- Ensures that records are associated with retention requirements and go through a timely disposition process; over 13 million electronic records have been legally dispositioned since 2020.
- **Mandated by** Executive Policy as the "**official repository of King County's inactive electronic records**".
- The **only system approved by the Washington State Auditor** to store King County's born-digital p-card transaction documentation and other digital records that need to be reviewed by the Auditor's Office.

What is it used for?

- Storage of **boxes of inactive physical records** at the Records Center
- Storage of **Inactive electronic records** (unstructured data) filed by end users:
    - Records can be filed to Content Manager from **Outlook** (emails) or **File Explorer** (records in OneDrive, SharePoint, Teams, or shared/network drives) via a **drag-and-drop** process
    - Can be used for **any file type up to 10GB that is not compressed** (no PST or ZIP); most common are: Email, Word, JPG, PDF, Excel, etc.
    - Can also be used to store **active** electronic records from the point of record creation
    - Best practice is that users should file records at least **once per quarter** throughout their employment
- Secure storage of data from some **decommissioned databases** and that are still within retention (back-end import by CRIMP staff)
- **Documentation of disposition** for all county records (even if they are **not** already stored in Content Manager)
- **Interim Trusted Digital Repository** (i.e. Digital Archives) for the King County Archives, for the long-term preservation of records with archival value, and for non-archival records with permanent retention.

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Why use it?

- **Lowers risk** for King County (especially for **compliance** with the Public Records Act).
- Increases **transparency** and improves **access** to records that need to be shared with others.
- All records are **fully searchable** (including the content of all electronic documents, and all metadata) and can be opened/accessed at any time with their native application.
- All records are **safe and secure**. They cannot be accessed by anyone outside of the designated county organization, and records cannot be altered after they have been filed.
- Records on **litigation/legal hold** are preserved until the hold is lifted.
- The system is **free to use**. King County already owns licenses for all employees that manage records as part of their job. There is no cost to agencies.
- **Self-service**: all users can create containers, file records, perform searches, and perform any edits that are needed.
- Offers a comprehensive **audit trail** that provides evidence of everything that happened to all records.

How do you use it?

- Content Manager is an application that is automatically installed on all KCIT-supported PCs (for users in non-KCIT supported agencies, contact your IT personnel for installation).
- Accounts are automatically activated for all *new* employees.
- All other accounts can be activated by emailing CRIMP at records.management@kingcounty.gov.
- Can be used by any workforce member (employee, temp, intern, contractor, etc.) with a valid kingcounty.gov email address.
- Training is offered in multiple optional formats.
- Connection to the county's network is required, which means that VPN is required when working from home.
- We recommend that all new users start at **Getting Started in Content Manager**, which provides instructions for confirming access, links to all available trainings, and recommended first steps.

What if you have questions or issues?

- For most users, their first point of contact should be their agency's Records Management Lead (RML).
- All users can contact the County Records and Information Management Program at any time: records.management@kingcounty.gov or 206-477-6889.