

RIMS

Records and Information
Management Services

UNIVERSITY OF ILLINOIS SYSTEM
URBANA-CHAMPAIGN • CHICAGO • SPRINGFIELD

**Fiscal
Year
2018
Annual
Report**

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Records and Information Management Services (RIMS) provides a cohesive approach and support for the effective management of records and information resources of the University of Illinois System. RIMS helps streamline compliance and records preservation activities, allowing us to focus on the core land-grant mission and strategic initiatives that give our universities their notable academic standings.

RIMS focuses primarily on the Universities' shared information assets and the broadening universe of systems we use to support their creation and appropriate use. RIMS is building strategic partnerships with information security and data management personnel, collaborating with IT operations at all levels to help clarify requirements for managing digital content. As we do this we remain always on the lookout for opportunities where we can help bring more clarity and simplicity to our collective information management responsibilities.

In many instances RIMS is providing direct support to department-level inventories of long-forgotten records stored in obscure corners of our campus buildings. We are also ensuring that secure storage is available for records across all universities and that materials having archival value are appropriately retained. We continue to seek improvements in our electronic information management systems and to provide useful guidance and training materials that enable us all to do the right thing when it comes to managing information assets.

Through our ongoing partnership with the Illinois State Archives we are gaining national attention for the University of Illinois System via our email research project. The project is focused on investigating how predictive coding tools can help reduce the burden of archival appraisal on large bodies of electronic records such as email. RIMS continues to seek opportunities to leverage what we are learning to support both the University of Illinois System as well as the broader academic community.

In summary, we support University compliance requirements, advocate for and provide secure storage of records, offer online and in-person training and support to units, contribute to state efforts regarding electronic records, and actively develop and participate in records and information management research initiatives.

In this report we outline our achievements for FY18 and present opportunities we will pursue during FY19.

From Our View

"I think the University presents many challenges and opportunities for RIMS. The University is big enough that affecting any real change in how we manage records and other information assets takes time. And yet, being a higher education organization presents unique opportunities to build effective partnerships that can move us all forward toward shared goals."

—J. KACZMAREK

"In my first few months at RIMS, I have connected with multiple units across the Urbana campus and partnered with them directly to help inventory, organize, and dispose of their records. I am also focused on retooling our existing training programs so they may better educate and serve the entire University of Illinois system."

—J. WAGNER

"It is an honor to partner with and learn from people within different units to help improve records and information management practices across the University of Illinois System. Building those relationships, seeing success together, and setting standards for the future is very rewarding!"

—M. NORMAN

"It is very satisfying to find the resources we provide through our website cited on other higher education, state government, and RIM industry sites."

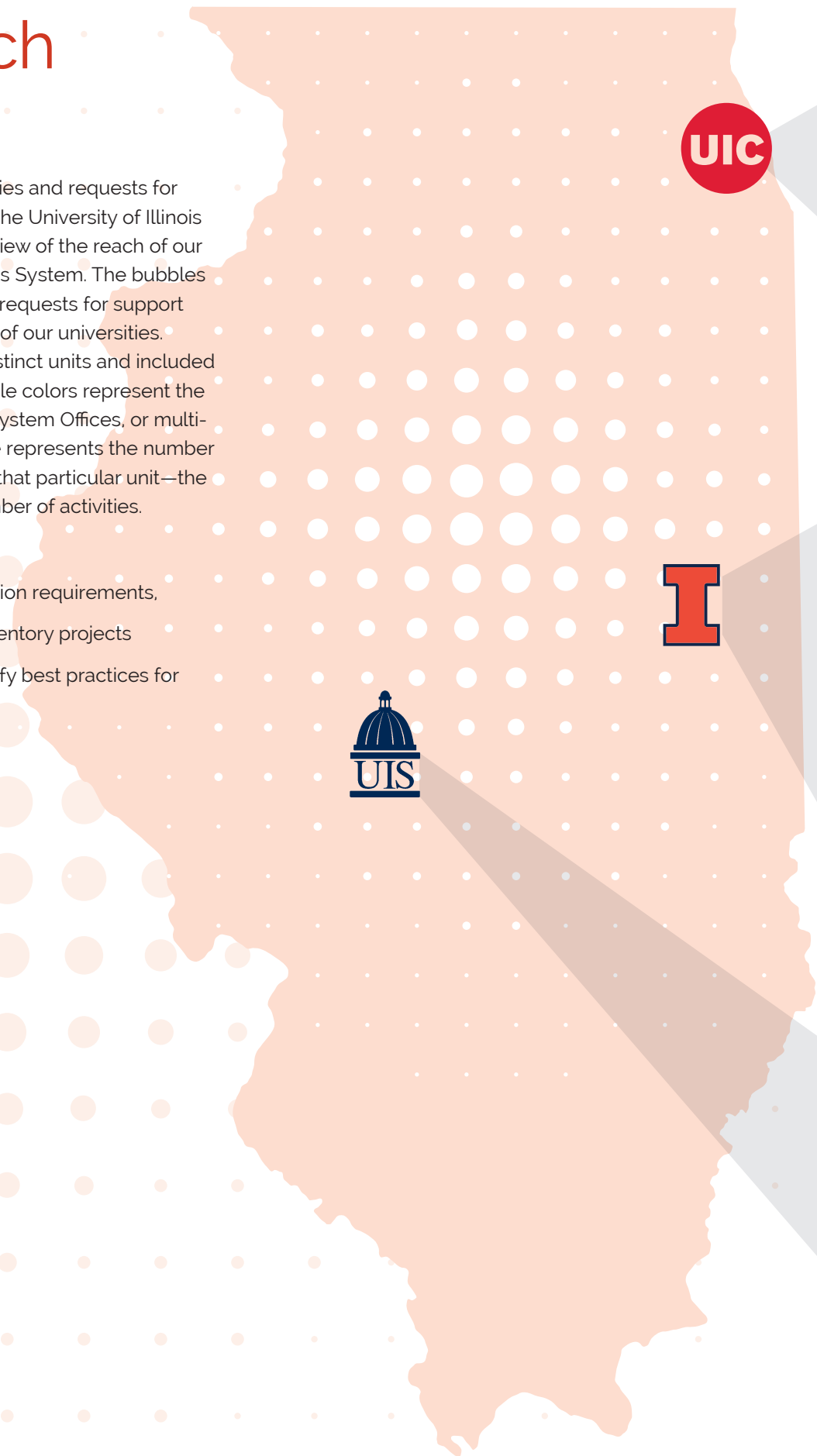
—R. GEGG

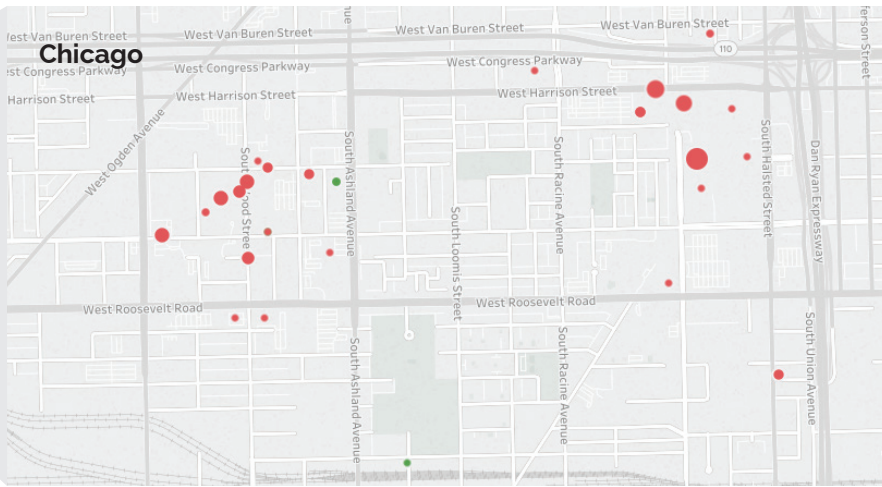
RIMS Reach

RIMS staff respond to many inquiries and requests for assistance from all universities in the University of Illinois System. This diagram provides a view of the reach of our work within the University of Illinois System. The bubbles on the map represent 423 unique requests for support from units spread across all three of our universities. These requests came from 177 distinct units and included a broad range of needs. The bubble colors represent the unit's university ((UIC, UIS, UIUC, System Offices, or multi-university efforts). The bubble size represents the number of activities RIMS worked on with that particular unit—the larger the bubble the greater number of activities.

Typical requests included:

- wanting to know records retention requirements,
- needing support of records inventory projects
- asking us to lead efforts to clarify best practices for managing obsolete data





Specific distinct units we worked with:

Chicago

49

Urbana-Champaign

78

Springfield

16

System

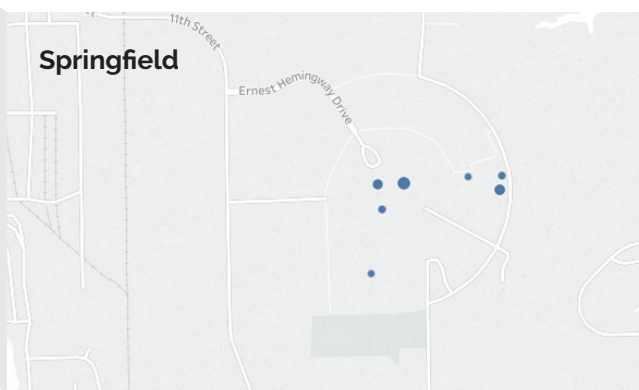
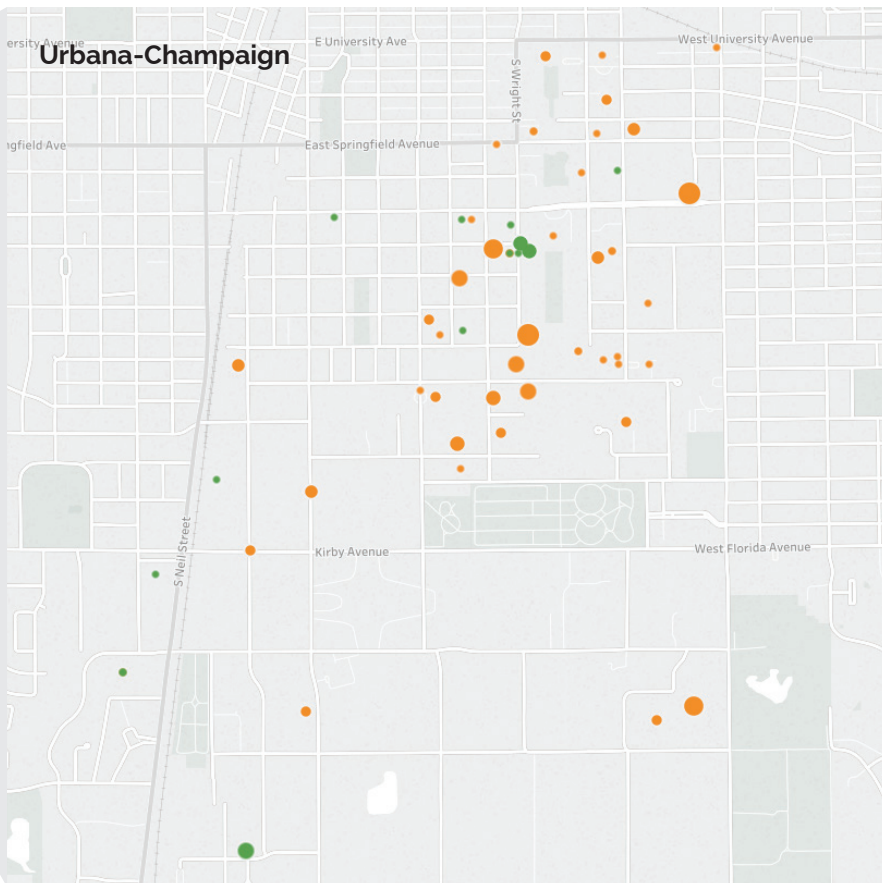
23

External

16

TOTAL

235



Key to maps

- Chicago Campus
- Urbana-Champaign Campus
- Springfield Campus
- System Offices
- External
- 1 activity
- 5 activities
- 9 activities
- 12 activities

Successes and Achievements



Training

RIMS is in the process of taking a close look at our existing training programs and re-tooling them to be more engaging and future-minded. This will result in both time and space savings. The first new modules are slated to be released in early FY19.

Guidance

We review and update our guidance documents as changes to policy or best practice warrant it. For example we recently modified our guidance regarding scanning format standards and resolution requirements to align more precisely with the state of Illinois requirements.



"Student Affairs has managed massive stores of paper documents for decades; but recently when we started to discuss and visualize the future of this content, we realized we needed the help of the RIMS team to keep our thoughts (and outcomes) organized and "by the book". RIMS has proven to be an invaluable part of our improvement in this area, and our users are thrilled by the results!"

—MATT MILLER, UNIVERSITY OF ILLINOIS AT CHICAGO, ASSISTANT DIRECTOR OF STUDENT AFFAIRS TECHNOLOGY

Archival Preservation

When meeting with departments to help sort out what materials are eligible for disposal we always keep our eyes open for items that may have long-term value to the university archivists such as this 3-D rendering of the west campus at UIC.



"The RIMS team greatly facilitates the flow of materials to the University Archives. From evaluating lists of records, to reviewing boxes in the warehouse, to visiting a potential find like the physical models of the Sport and Fitness Center, RIMS is a great partner for the Archives. They are helping us ensure unique elements of the University's history find a permanent home at the UIC Archives."

—SCOTT PITOL, UNIVERSITY OF ILLINOIS AT CHICAGO, UNIVERSITY ARCHIVIST

In Urbana, RIMS facilitated the first-ever digital transfer of the General Correspondence File from the Chancellor's Office to the University Archives. This transfer is opening the door to standardizing the practice of depositing electronic records with the Archives and eliminating the need to transfer the original paper files.

Economies of Scale

RIMS worked with Strategic Procurement throughout the course of FY18 to establish a contracted vendor for secure disposal of both paper and digital records. As of Spring 2018 all departments and units can purchase secure disposal services offered by *Shred-it* through iBuy.



Secure Records Storage

"We were looking for a particular file within our thousands of files and RIMS was able to locate and access this box faster than we expected, from their storage facility—it was amazing! They are convenient and fast!"

—UNIVERSITY OF ILLINOIS AT URBANA-CHAMPAIGN, GRADUATE COLLEGE

RIMS continues to support secure storage for inactive records for all three universities. Doing so helps units reclaim space that can be put to better use and protects records from unforeseen disasters like leaky basement pipes.

Once the records have reached their required period of retention, RIMS works with the units to have the materials securely transported out of the storage facilities and disposed of appropriately.

In cooperation with the UIC Library Special Collections department, recent expansion of records storage space has grown our capacity from 3,100 to 4,300 cubic feet.



Information Governance

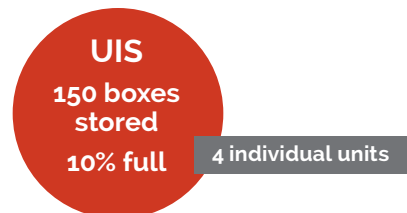
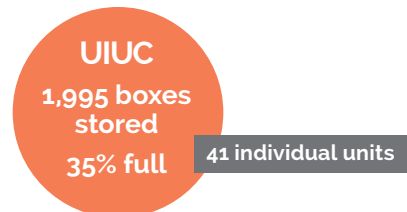
The University of Illinois System's Information Technology Leadership Team (ITLT) has received the final recommendations from the RIMS-led *Task for the Disposition of Digital Content*. These recommendations are aimed at reducing the footprint of digital content that lingers when employees leave the University thereby reducing the overall costs and risks associated with that content.

In Urbana, RIMS continues to participate in the Data Management Committee established to coordinate guidance around access and use of all types of data. Increasingly, the concept of "student success" is driving interests in new sources of data and new ways to compare that data over the life of the student. Staying on top of such discussions means RIMS can better support these kinds of efforts by ensuring the long-term management strategies for data include good practices for data security and routine purging when data is no longer needed.



Staying on top of the latest trends and initiatives in the Information Management field leads to a better understanding of how to help the University of Illinois System meet its expectations of transparency and accountability. We look forward

to the benefits Bill Herrera will be bringing to the University who in April of 2018 earned the title of Certified Information Professional (CIP).



Outreach



UIS Business Managers Group and Administrative Leadership Conference

RIMS provided an update about RIMS activities to the UIS Business Managers Group meeting in March. We also supported the Administrative Leadership Conference in April which gave us opportunities to field questions about best practices for document storage and electronic records management.

UIC IT Community Conference and UIUC IT Pro Forum



During FY18 RIMS participated in the Urbana Fall and Spring IT Pro Forums as well as the Chicago IT Community Conference. The Forums and the Conference provide an opportunity to meet face to face with many of the IT professionals supporting the core administrative, teaching and research activities of our academic communities. These meetings give us a better understanding of the various ways units organize themselves around their core functions and in turn help us help them more effectively with their most pressing records and information management needs.

Presentations and Papers Accepted

In September 2017 we presented a case study on our email research project as part of an email preservation symposium sponsored by the Council of State Archives and National Archives and Records Administration.

A paper on the progress of our project with the Illinois State Archives was accepted to be included in the proceedings of the 2018 international Preservation Conference (iPres) which will be held in September 2018.

A paper in the form of a case study on our project with the Illinois State Archives was solicited by the editor for the Digital Preservation Coalition (DPC) Technology Watch Report "Preserving Email" to be included in the 2nd edition of the report.



Academic Conferences

On behalf of the University of Illinois at Urbana-Champaign iSchool and the Library, Brent West submitted winning bids to host the **2019 Joint Conference for Digital Libraries (JCDL)** as well as the 2021 International Preservation conference (iPres). These conferences will give RIMS an opportunity to further its outreach strategy of blending traditional administrative unit activities with academic pursuits.



Clockwise from above left: State Capitol; Federal Capitol; Ringtail Precision/Recall Graph; Recommend Graphs; Project Team

Illinois State Archives Partnership

FY18 marks year two of RIMS working with the Illinois State Archives on a three year \$197,130 matching grant from the National Historical Publications and Records Commission (NHPRC), a statutory body affiliated with the National Archives and Records Administration. The work of the grant aims to make available to the public email from offices that report up through the Office of the Governor.

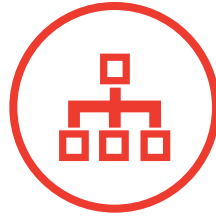
To do this, we are exploring the capabilities of predictive coding software tools typically used by the legal community, to see how they may make the email review process for archivists more effective. Our success with the project will be supporting the broadly valued concept of "open government" and in turn, support the University of Illinois System with its values of transparency and accountability.

Up Next

FY19 Goals

During FY19 RIMS will continue our efforts to clarify records and information management responsibilities across the University of Illinois System. We will do this through direct consultation and oversight of unit-level inventory projects and by continuing to improve options for secure records storage and disposal. Contributions to information governance initiatives will remain a priority for RIMS as will updating and promoting our guidance and training materials. RIMS will endeavor to extend our support of the academic mission of the University by finding synergies between our administrative activities and our applied research efforts. We believe doing so will advance knowledge and support the needs of the University as well as the state of Illinois and beyond.

SPECIFIC OBJECTIVES FOR RIMS IN FY19 INCLUDE:



Implementing software and workflows to improve records storage and retrieval processes



Supporting the state of Illinois and academia through research with electronic records



Assisting units in deploying good practices for managing digital content



Identifying and participating in information governance initiatives



Assisting units with records inventory projects



Updating general records retention schedules



Creating and rolling out new RIMS training



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