

UNIVERSITY OF ILLINOIS SYSTEM  
URBANA-CHAMPAIGN • CHICAGO • SPRINGFIELD

# RIMS

Records and Information  
Management Services

FY17  
ANNUAL  
REPORT

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*“An effective records and information management program will help protect vital university records, reduce risk to the University of Illinois System, support the preservation of the historic record of the System, and improve operational efficiencies while reducing costs.”*

The Records and Information Management Services (RIMS) office plays an important role in helping the University of Illinois System achieve its aim to improve operational efficiencies without compromising the security of our information assets. We do this by coordinating our activities across all sectors of the System. We work with strategic partners in IT operations, information security, data management, compliance, and audits. We remain alert to opportunities that allow us to help clarify requirements for managing records and other information assets, drafting policies, guidance, and best practices when needed.

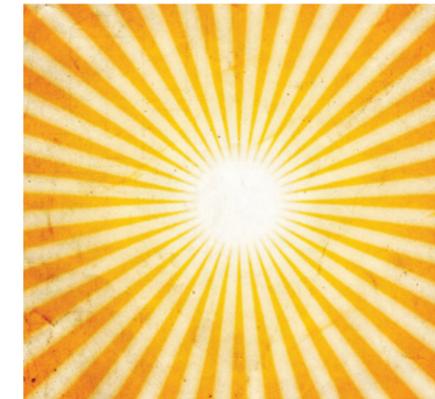
Many units we work with see us as the helpful hands they needed to gain control over the sometimes overwhelming quantity of records stashed throughout various buildings and offices. Others see us as the people who helped clarify retention requirements and industry best practices for managing digital files and for storing and disposing of their records in any format. In some instances, we are known as the liaisons to the University Archives, identifying truly hidden gems among long-forgotten records that warrant long-term retention. In all instances, we hope we are seen as the friendly, knowledgeable, helpful people we strive to be every day.

Our work also includes maintaining a mutually beneficial partnership with the Illinois State Archives addressing issues related to electronic records and long-term digital preservation. We continually seek out opportunities to leverage what we learn through our work with the State of Illinois to benefit the University of Illinois System and vice versa.

In this report we outline our successes for FY17 and underscore opportunities for further engagement moving into FY18.



# What People Are Saying About RIMS



*“At a time of limited resources throughout state government, the joint projects our two institutions have worked on represent the best in **collaboration**, much to the benefit of the entire state.”*

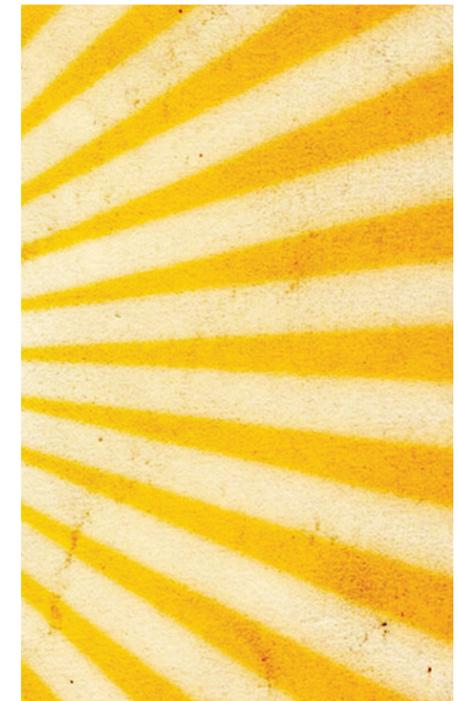
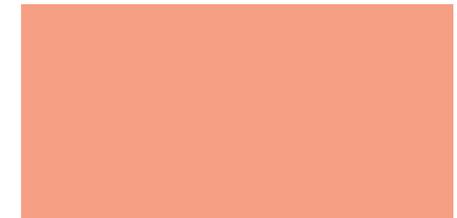
—DAVE JOENS  
DIRECTOR  
ILLINOIS STATE ARCHIVES

*“RIMS is **great** to work with. They offer a much-needed service that has allowed us to address the challenges of long-term records storage in an **effective** manner. We couldn’t be more pleased.”*

—MARTY MCDERMOTT  
ASSOCIATE DEAN FOR ADMINISTRATION  
COLLEGE OF SOCIAL WORK (UIC)

*“RIMS has had a very **positive impact** on my job as Archivist at UIS. RIMS identifies records that can be destroyed after a legally appropriate time period, so I can concentrate on the archival records that are worthy of long-term retention.”*

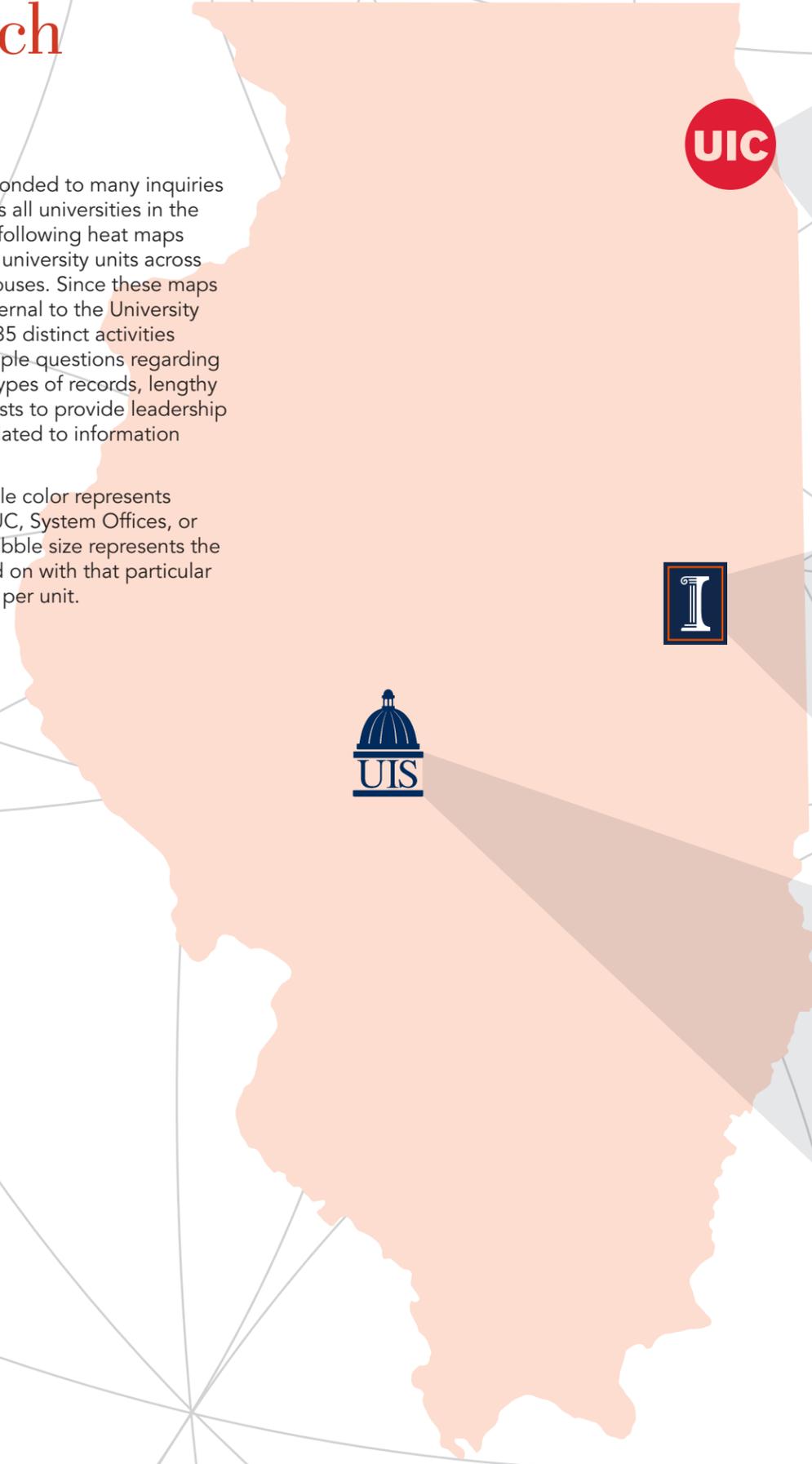
—TOM WOOD  
ARCHIVIST  
UIS



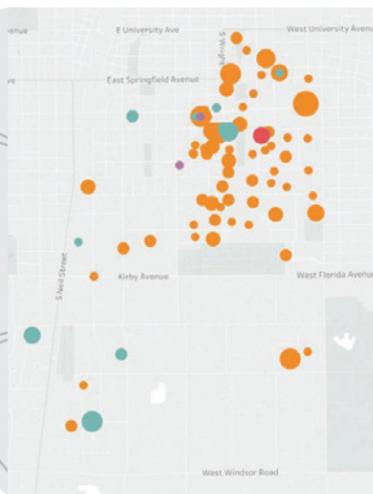
# RIMS Reach

Throughout FY17 RIMS staff responded to many inquiries and requests for assistance across all universities in the University of Illinois System. The following heat maps show that RIMS worked with 215 university units across the System and on all three campuses. Since these maps do not reflect work with units external to the University System, the bubbles represent 435 distinct activities worked on in FY17, including simple questions regarding the retention period for various types of records, lengthy records inventory projects, requests to provide leadership by participating on task forces related to information governance, and more.

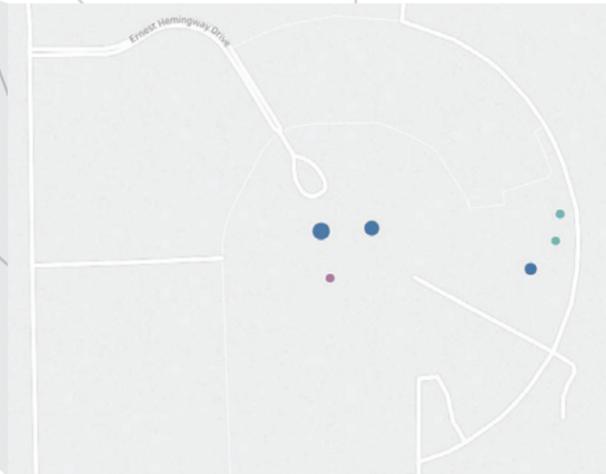
In the maps on page 5, the bubble color represents the unit's university (UIC, UIS, UIUC, System Offices, or multiple-university effort). The bubble size represents the number of activities RIMS worked on with that particular unit, ranging from 1–12 activities per unit.



FY17 Chicago-area activities by unit location



FY17 Urbana-area activities by unit location



FY17 Springfield-area activities by unit location

**Key to maps**

- UIC
- UIUC
- UIS
- System Offices
- Multi-university effort
- 1 activity
- 5 activities
- 9 activities

# NHPRC Grant

RIMS is collaborating with the Illinois State Archives on a grant from the National Historical Publications and Records Commission (NHPRC), a statutory body affiliated with the National Archives and Records Administration (NARA). The \$197,130 matching grant will investigate options for preserving email from the Illinois governor's office and provide access to a subset of that email.



Illinois State Archives staff



Brent West, RIMS staff



Jiayue Niu, RIMS graduate assistant



## Accomplishments To-Date

- Secured dataset
- Reviewed tools
- Developed workflow draft
- Submitted semi-annual report
- Presented findings



## Next Steps

- Install and test tools
- De-duplicate dataset
- Classify restricted data
- Present findings



## Objectives

- A process for securely managing archival email
- 20 GB of email available through State Archives
- A plan to apply the process to U of I archival email

# Storage Support

RIMS now supports secure storage for inactive records for all three universities within the University of Illinois System, helping units reclaim office and lab space. In some cases, units are even saving money by redirecting their storage needs to the non-fee based storage provided by RIMS and by avoiding fees for unnecessary scanning. For the College of Social Work in particular, services provided by RIMS improved their ability to retain intellectual control over their inactive records.



Before RIMS inventory project



After RIMS inventory project



Storage containers



Student workers at Laflin Records Center

UIC  
793 boxes stored  
25% full

UIS  
280 boxes stored  
20% full

UIUC  
1,420 boxes stored  
50% full



RIMS staff member Bill Herrera with staff from College of Social Work

# Outreach

## Information Footprint Challenge

In October, RIMS sponsored the sixth Information Footprint (Skinny Foot) Challenge for the Office of Business and Financial Services (OBFS). The aim of this challenge is to encourage departments to reduce their footprint of both electronic and paper files, focusing on a continuous decrease from one year to the next. Reductions come from intentionally deleting and purging non-record files that are no longer needed.

Across all OBFS departments, this year's challenge resulted in a reduction of more than 152 GB. The winner was UIS Business Services who reduced their footprint by 6.2% overall, receiving the coveted one-of-a-kind "Skinny Foot" trophy.

RIMS also supports similar information footprint challenges at the university level focusing on reducing email accumulation.



## IT Professionals Forum

RIMS once again participated in the Spring 2017 IT Pro Forum for Chicago and Urbana with their newly designed poster and table banner. The IT Pro Forum format provides an opportunity to engage with IT professionals and offer assistance regarding the management of university records and other departmental information assets.



Some RIMS staff members at the Chicago IT Pro Forum

A close-up of the skinny foot sculpture and the Skinny Foot Trophy



# By The Numbers

RIMS receives many inquiries throughout the year regarding retention and management of records and other information assets. In some cases, these inquiries result in a department-led project where RIMS plays a lead role in advising and overseeing the work of the project. In other cases, the inquiries give us an opportunity to reach out to units to provide more instructional information. In either case we continually look for ways to make helpful information available via the RIMS website. Below is information about the basic numbers of engagements we had with various units across the University of Illinois System.

## Units RIMS Assisted

Chicago  
69

Springfield  
17

Urbana  
102

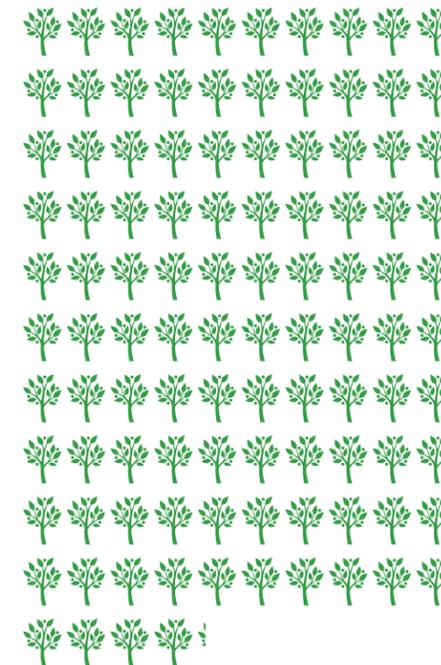
System  
34

External  
8

Multiple campuses  
5

TOTAL  
235

## Disposals Facilitated in FY17



1041.68  
trees saved

by recycling the shredding produced by approved RIMS disposal requests.

= 10 trees

Paper disposals: 4085.01 ft<sup>3</sup>, including non-records.

Electronic disposals: 5701.11 GB, including non-records.

Calculated using conversions listed here: <http://www.recycling-revolution.com/recycling-facts.html>

## Types of Unit Support Work in FY17

Business process  
4

Electronic files (organization, purging, archival transfer)  
11

Email  
8

Email footprint challenge  
5

Research Retention Schedules  
24

Retention, storage, disposal, archival transfer  
328

Scanning  
10

Training or presentation  
14

Other  
40

TOTAL  
444

# Information Governance

Information Governance establishes standards and practices for how information assets are created, used, and managed over time to ensure the best possible outcomes without compromising security. We continue to work across the University System with groups tasked to address information governance. Here are a few highlights of RIMS efforts in this area.



## Data Management Task Force RIMS PARTICIPATION

During 2016 the Urbana Provost convened an Ad Hoc Data Management Task Force with a charge of reviewing the needs for data as well as existing policies, procedures, and standards related to the management of both research and administrative data. A RIMS team member participated on this task force. Recommendations from the task force included establishing a standing committee that will focus on identifying a broad set of subject matter experts, defining data roles, existing policies and procedures, and establishing a data governance structure.



## Electronic Signatures Pilot RIMS-LED

A RIMS team member is leading this project to review Adobe Sign and DocuSign to determine if either tool is of potential use for members of the University of Illinois System. A pilot was launched with a small number of licenses of each product for evaluation by several departments. The initial response has been positive. A recommendation will be provided soon for making an e-signature tool available for a variety of users to securely collect information, automate data workflows, and sign documents anywhere, anytime, on any device.



## Systems Inventory Initiative RIMS-LED

A RIMS team member sought clarifications from Business Solutions & Support Operations, Treasury Operations, and the Office of Risk Management regarding the growing systems inventory RIMS is creating. The systems are used to support university business functions. Updated information includes date of acquisition, decommissioning or replacement of existing systems, as well as system ownership and responsibility assignments where appropriate. This information helps clarify retention requirements and support ongoing data management efforts.



## Task Force for the Disposition of Digital Content RIMS-LED

This twelve-member task force is led by two RIMS team members and appointed by the University of Illinois Information Technology Leadership Team (UI IT LT). The task force charge is to identify resources, assess current factors impacting disposition of digital content, identify primary use cases, and evaluate mechanisms to address orphaned digital content. The final results of the task force efforts should yield recommended retention policies for managing inactive content in digital storage services.



## Email Retention for AITS Employees RIMS-LED

In August of 2016, Microsoft Exchange retention policies were enabled for 242 AITS and CIO employees as part of an initiative to help staff automate their email management. From then through May 2017, over 70% of mailboxes had a slower rate of growth than the prior year and nearly 17% decreased in size. A second phase with a much shorter default period of retention was undertaken in June 2017 resulting in another overall reduction in size of 26% (106 GB) or 1.76 million items. A future phase is under consideration for other units within the System offices.

# Up Next

## FY18 Goals

During the upcoming year, RIMS will continue to clarify responsibilities for the University of Illinois System regarding the management of university records and other information assets. We will do this through many avenues while we also strive to streamline processes and support efficiencies across the System. Our efforts are intended to help the System as it carries on its land-grant mission into the future.

Specific objectives for RIMS in FY18 include:

- making content on our website more useful and informative
- reinvigorating our training and outreach efforts
- continuing our customer-focused approach to records disposal
- participating in information governance initiatives
- supporting the State of Illinois through engagement with the State Archives
- improving service through increasing controls and evaluation of metrics
- providing practical guidance for managing email and other digital information assets



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