RIMS
Annual Report

Fiscal Year 2020

UNIVERSITY OF ILLINOIS SYSTEM

Altogether Extraordinary™

Index

About Us

The Records and Information Management Services office focuses on improving operational efficiencies for the University of Illinois System while being mindful of the need for securing our information assets.

Recognizing the uniqueness of each university RIMS works directly to support department-level needs while coordinating guidance and policy development to fill gaps and meet compliance requirements across the System.

We rely upon our partnerships with individuals from various offices that focus on information security, data management, risk management, and audits to ensure our guidance aligns with compliance requirements and current best practices and expectations.

We seek out opportunities to clarify requirements for managing records and other information assets.

We support the academic mission of the University by participating in applied research projects and by offering experiences to students in the fields of archives and records and information management.

In this report we outline our achievements for FY20 and underscore opportunities for further engagement moving into FY21.

RIMS Out & About

Whether we are participating in employee expos, presenting at conferences, meeting one on one, or providing training to virtual groups, RIMS is always looking to provide support and added value to the University of Illinois in any way that we can.

Bill Herrera and Margaret Norman represented the RIMS Team at the UIC All-Employee Expo in October 2019.

Joanne Kaczmarek presents conference paper at iPRES September 2019.

Brent West (standing) and Josh Hackel (seated) of the University of Illinois explain to Illinois State Archives staff how to access state agency emails using specially developed software from the project, "Processing Capstone Email Using Predictive Coding." The project was supported by funding from the National Historical Publications and Records Commission.

Consulting

During FY20, RIMS responded to 481 unique inquiries through our Service Desk.

We worked with over 213 distinct units seeking some level of assistance. Of these units, 74 were from Chicago, 12 from Springfield, 102 from Urbana-Champaign, 20 from System-level Offices, and 5 from individuals or organizations outside the University.

The below diagram provides a view of the physical reach of our work within the University of Illinois System. The bubbles represent the unit's campus (red UIC, gray UIS, orange UIUC, green System Offices). The bubble size represents the number of activities RIMS worked on with each particular unit—the larger the bubble the greater number of activities.

University of Illinois at Chicago

University of Illinois at Springfield

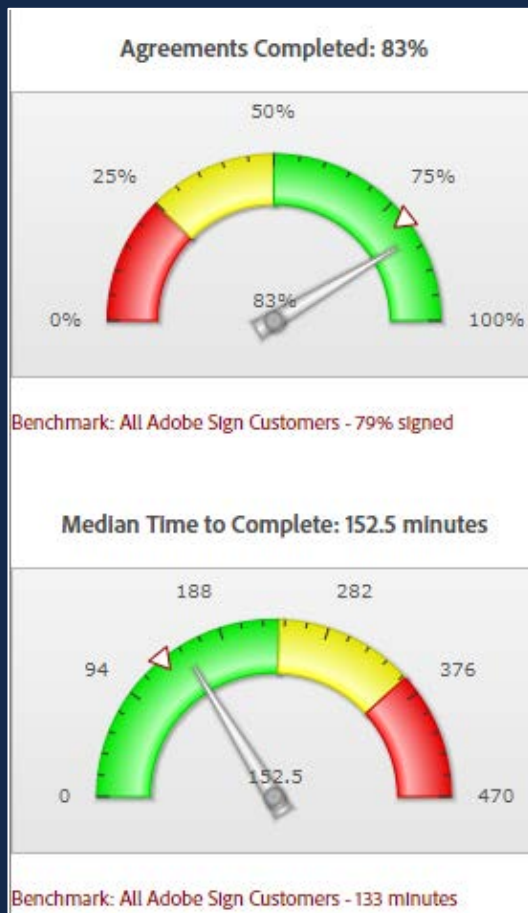University of Illinois at Urbana-Champaign
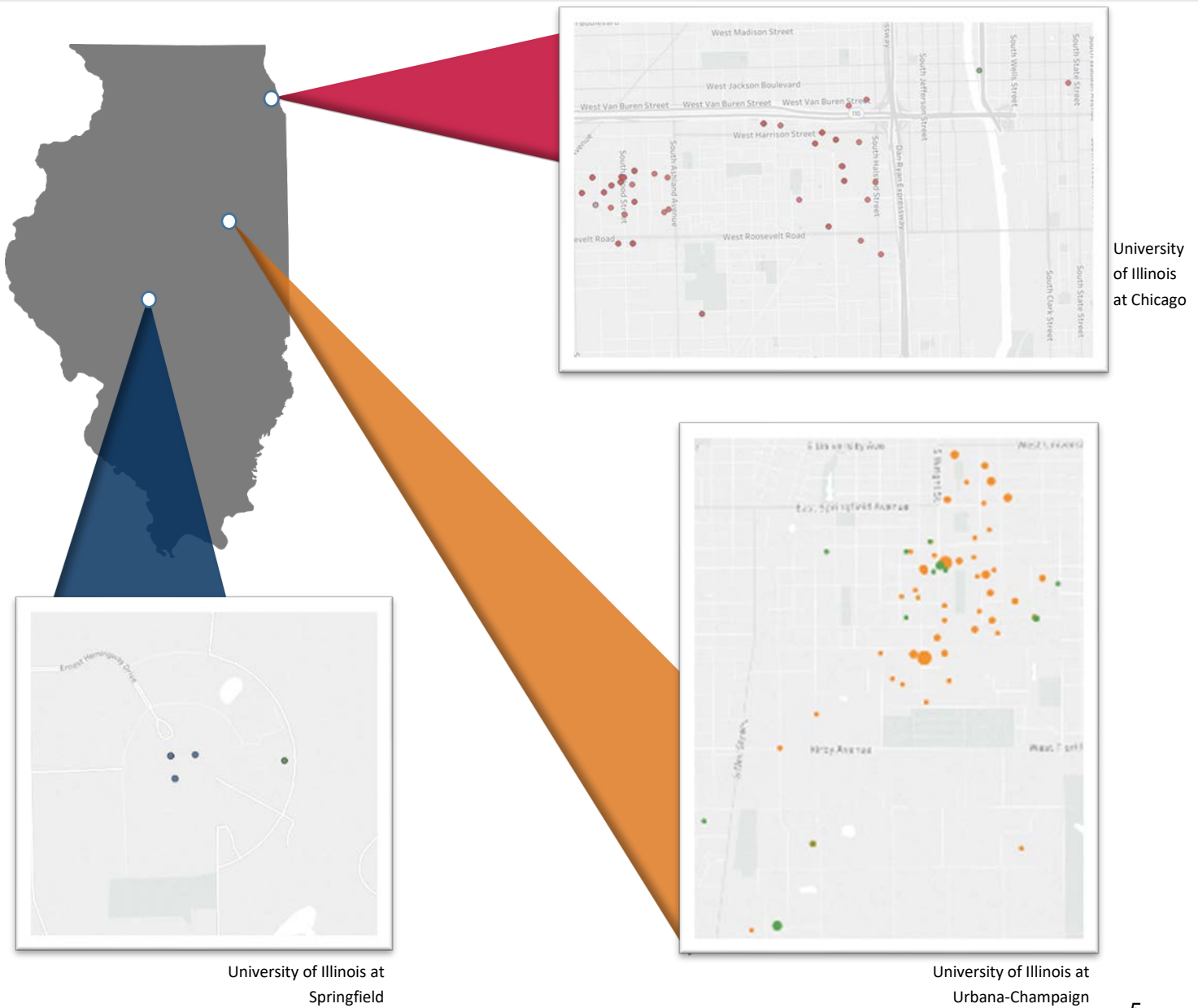
Projects

Predictive Coding Project to Preserve Email

We are cultivating a long-standing partnership with the Illinois State Archives. This work is currently focused on finding a practical means of preserving email using predictive coding techniques.
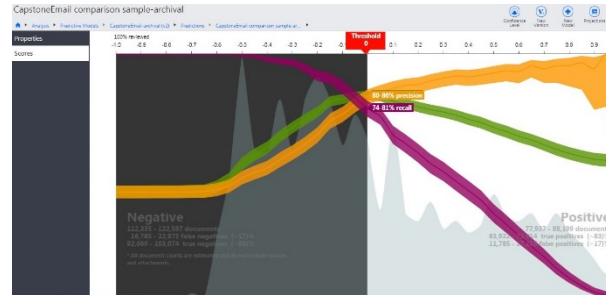
Our project has been generously supported by a three year federal grant and has helped us gain a strong foothold in the academic digital preservation community.

We will continue to present on the findings of this project in the upcoming year and how we are applying what we learned to better support the University.

Agreements Completed: 83%

Benchmark: All Adobe Sign Customers - 79% signed

Median Time to Complete: 152.5 minutes

Benchmark: All Adobe Sign Customers - 133 minutes

Adobe Sign Roll-Out

Prompted by the COVID-19 circumstances, RIMS team members Brent West and Julie Wagner led efforts for the pilot testing, full roll out, and training of Adobe Sign for the University.

Since April 1, more than 1,300 people have benefited from using the tool, speeding up many paper-dependent workflows by routing over 5,500 documents through Adobe Sign.

Total Sent:	5526
Canceled or Rejected:	595
In Process:	242
Completed:	4560
Expired:	129
Unique Senders:	1320

Outreach

The RIMS team was very active in outreach activities during FY20. We participated in many presentations, workshops, guest lectures, and webinars that spanned across venues. Many were geared toward University-specific audiences, while others catered to national or international audiences.

Outreach activities focused primarily on expanding RIMS-awareness and best practices.

Did you get a chance to visit us at one of our informational tables this year?

Julie Wagner travelled to the Society of American Archivists' Annual Meeting to present on our new RIMS training materials.

Presentations

RATOM Project
UNC Chapel Hill, NC
July 2019

Society of American Archivists
Austin, TX
August 2019

IPRES Conference Tutorial
Amsterdam, The Netherlands
October 2019

UIS College of Public Affairs and Administration
Springfield, IL
January 2020

UIC Faculty Engagement Series
Chicago, IL
February 2020

UIUC Business Managers Group - Human Resources
February 2020

UIC Business Managers Group
April 2020

UIS Business Managers Group
May 2020

Certified Business Administrator (CBA) Path
May 2020

Direct Support

In an effort to reduce operational costs for departments and free up space that can be assigned to more high value functions, we provide storage for inactive records. Storage is conveniently located directly on the Urbana, Chicago, and Springfield campuses.

Sometimes providing direct support means directing departments toward more cost-effective solutions for the management of their inactive records. On several occasions, RIMS made the case to departments that scanning of old records was an unnecessary expense. When scanning remained a good option, we provided the guidance needed to meet State compliance requirements.

A view from inside our storage facility at Laflin in Chicago.

The RIMS team worked directly with a department that had water-damaged records to determine salvageable ones for the archives

Student workers helped inventory and organize records for many departments.

Acting as a conduit to the University Archives on each campus, RIMS helps departments identify records having archival value and we facilitate getting those records into the care of the University Archivists.

Achievements

We've been up to a lot this year! Here are a few of our favorite achievements…

Overhaul RIMS Web Content

During FY19, we transitioned a majority of RIMS web content to the KnowledgeBase to make it easily searchable. We also reviewed and updated all content, both internal and external.

Adobe Sign Roll-Out

RIMS Team assisted the System Leadership Team with the system-wide rollout of Adobe Sign, an electronic signature platform. We provided administrative support and held live office hours for new users.

Digital Content Management

RIMS participated in several initiatives to streamline the management of digital content, including working with the College of Medicine at UIC and with the University Archives in Urbana.

State Archives Email Project

April 2020 marked the official end of our successful email analysis project with the Illinois State Archives. The project resulted in producing over 60GB of content that can be made available to researchers.

Records Inventory Projects

We worked with graduate students from the iSchool program to complete multiple inventory projects, helping departments lacking the needed staff support. We also oversaw several major inventory projects in support of the UIC Specials Collections department.

FY21 Objectives

Looking to the year ahead, RIMS has several ongoing objectives along with several new ones to tackle…

RIMS Streamlined

We will complete current improvements already underway for the management of our records storage facilities. We will also look to further streamline our records transfer processes.

Digital Content Analysis

We will engage with digital content custodians to identify gaps in guidance for digital content. We aim to support good decision-making when storing digital content with a focus on content managed by the University of Illinois System offices.

Compliance Updates

We will continue reviewing and updating our existing retention schedules. We will make updates as necessary and improve our guidance documentation accordingly.

University Archives Partnership

RIMS already partners with the archives across all three universities. In FY21, we plan to strengthen this relationship by developing digital content workflows for records having archival value.

Capstone Email Project

Taking lessons learned from our project with the Illinois State Archives, RIMS will develop a process for working with university email. We also plan to propose an email review service that can be offered to other state archives through our continued partnership with the Illinois State Archives.

Records and Information Management Services

go.uillinois.edu/rims   RIMSgroup@uillinois.edu