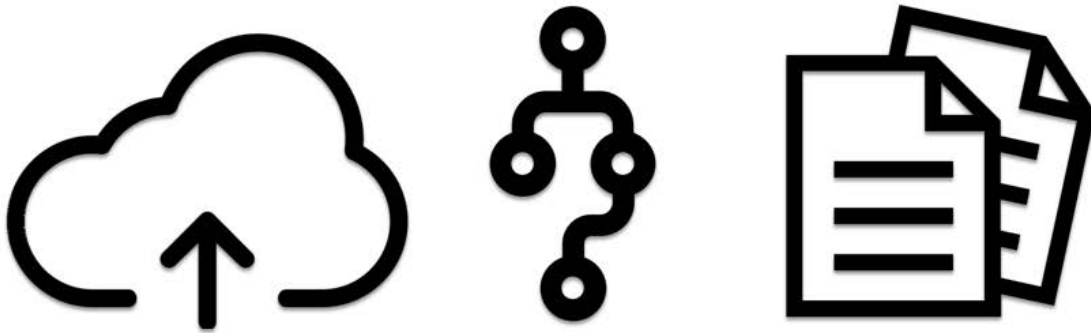# UNIVERSITY OF ILLINOIS SYSTEM

Altogether Extraordinary™

Annual Report
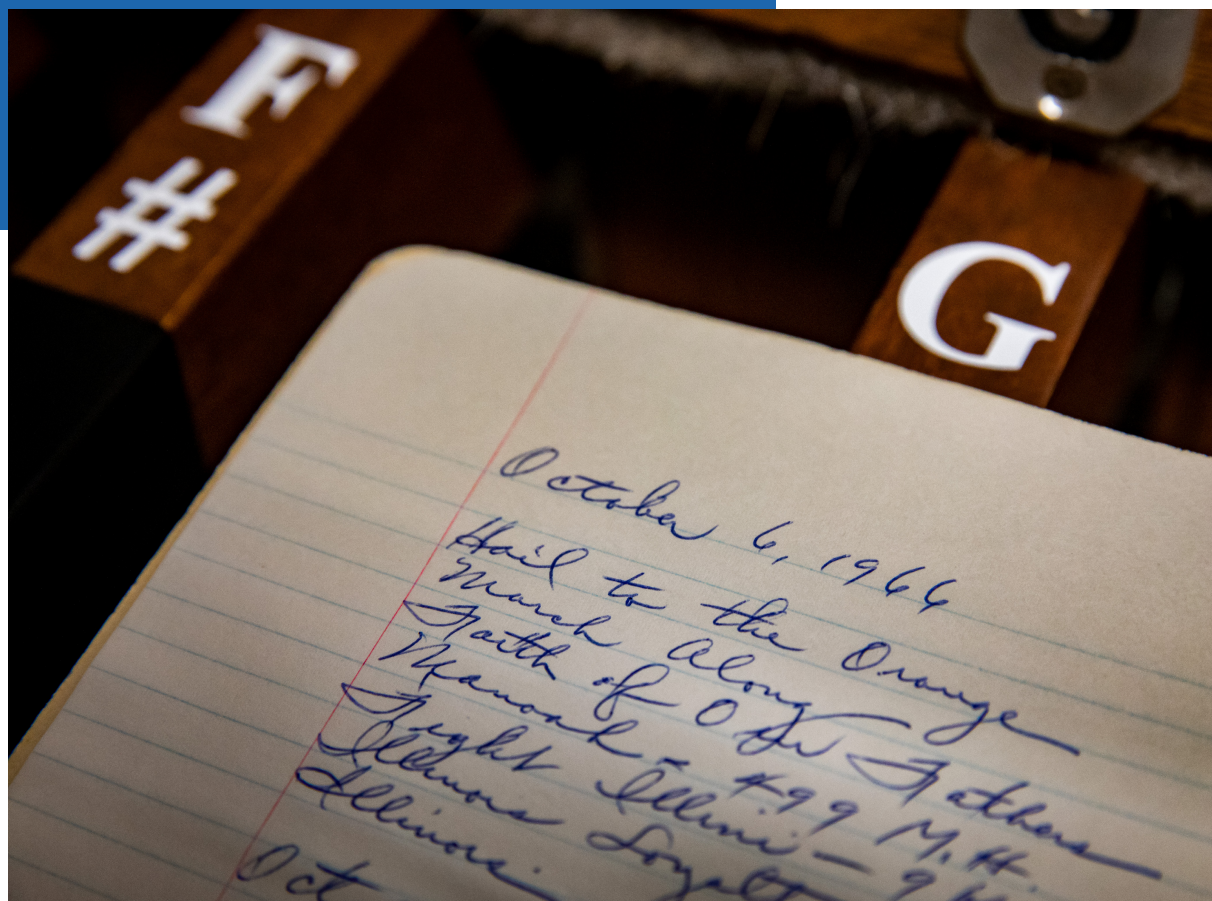### 2020/21

take control.

RECORDS AND INFORMATION MANAGEMENT

CONTENTS

ABOUT RIMS

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

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 highlight our work accomplished for FY21 and underscore opportunities on the horizon in FY22.
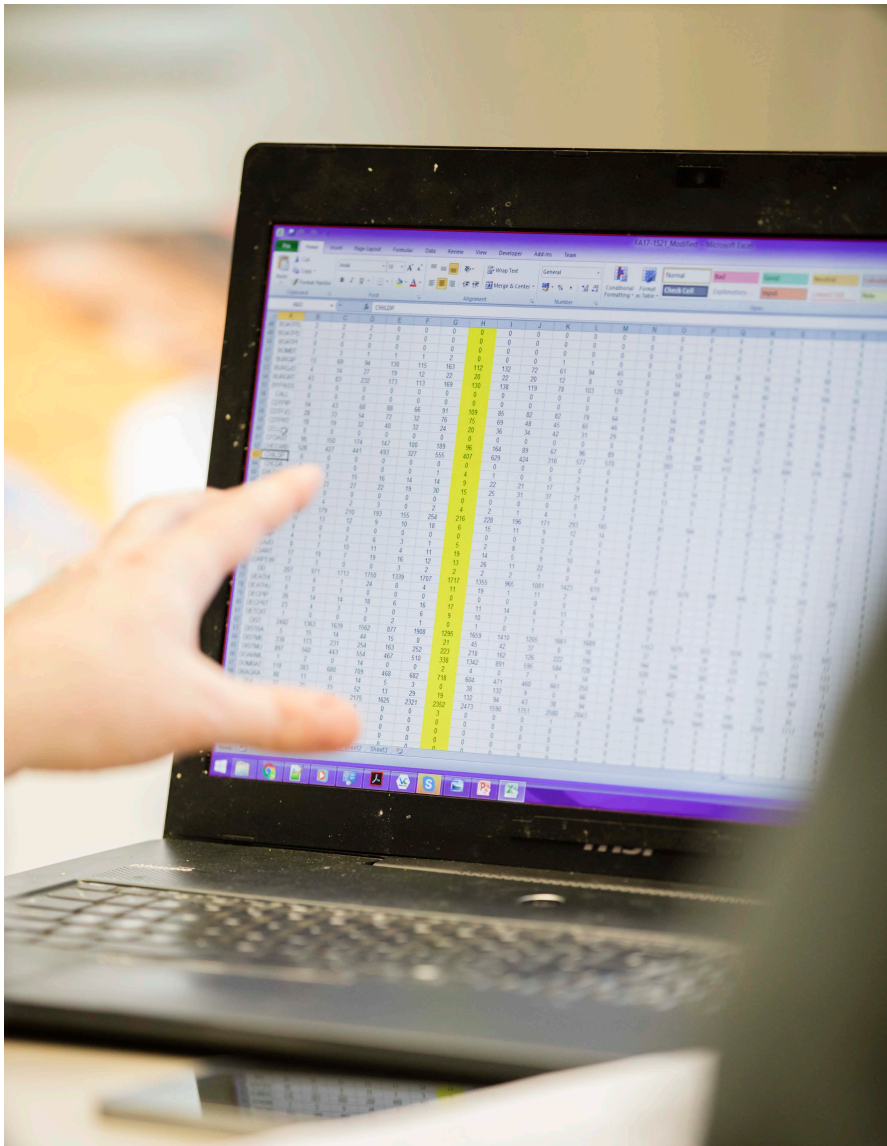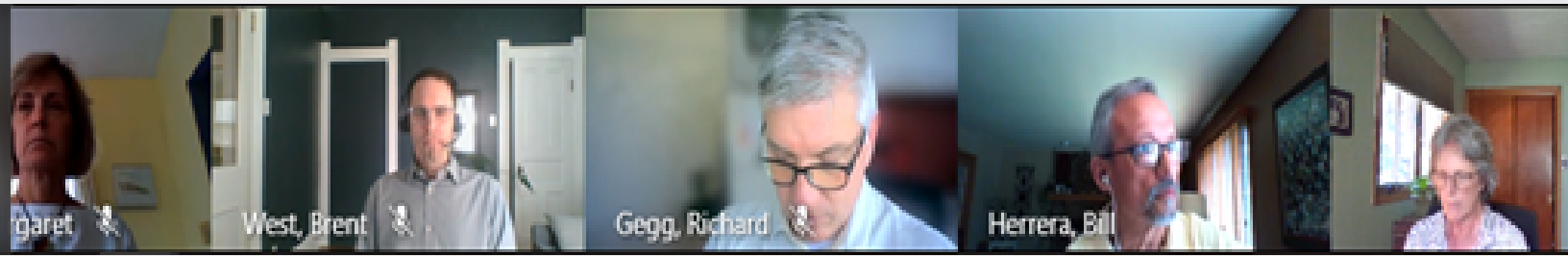
PANDEMIC EFFORTS

During FY21, RIMS operations did not escape the challenges presented by COVID-19. Much of the typical in-person work conducted by RIMS was put on hold during FY21. This work typically includes on-site meetings with departmental personnel to review and appraise their business records, helping to determine what might have long-term or archival value and assessing how long other records need to be retained as per the University's records retention schedules.

PROJECTS

ADOBE SIGN

With the onset of COVID, in an effort to make digital authorization methods and approvals as seamless as possible, two RIMS team members stepped up to help expedite the roll out and support Adobe Sign.

Throughout FY21, Julie Wagner continued to lead the development of training and support for Adobe Sign users and provided on-demand tutorials and demos.

INTRODUCING ADOBE SIGN

Adobe Sign

Get access now to start improving office efficiency!

As remote work became the norm, Brent West guided trouble shooting responses and efforts to expand the use of the tool more broadly, including making improvements to onboarding and customizing workflows to support automating Payables forms.

PROJECTS

UPDATING HUMAN RESOURCES RECORDS RETENTION SCHEDULE

Margaret Norman continued to lead a project focused on updates to the HR Records Retention Schedule, navigating the challenges of remote-only meetings with 20+ stakeholders across all three universities and the System offices and with persons from the Illinois State Archives.

At the close of FY21, the updates are nearly complete, with a stamp of approval from the State expected during the first quarter of FY22.

As well as the work directly related to the retention schedule updates, RIMS also worked with HR Subject matter experts to identify levels of sensitivity associate with each document type, helping support a major document purge initiative in the near future.

Created by Adrien Coquet
from Noun Project

Human Resources Records Retention Schedule

Practical Guidance and Help

Purpose

Primary Audience

Contributors

PROJECTS

UIC RECORDS STORAGE: NEXT CHAPTER

For over seven years, the Laflin warehouse in Chicago has been home to remote storage services offered to the University by RIMS, in coordination with the Library's Special Collections and Archives unit. During that time, RIMS has advocated for improved facilities to accommodate the myriad of services supported by the warehouse.

Created by Berkah Icon
from Noun Project
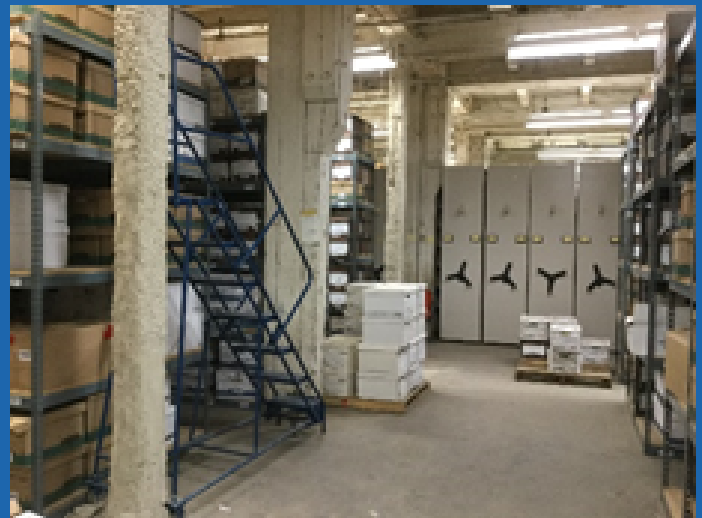
Talks to address those improvements began in earnest during FY21. RIMS has been actively working with departments using storage services to reduce their needs for storage and to make plans for what comes next for records storage at UIC.

RIMS team member, Bill Herrera, has been front and center on this project and will continue to shepherd departments through the transition during this fiscal year with the expectation that records storage services will be moved out of the warehouse by Summer of 2022.

5,165

During the past year, RIMS oversaw the approval for and disposal of over 5,165 cubic feet (~ 206,600 lbs) and 35 GB of University records.

439

During FY21, RIMS responded to 439 unique inquiries from clients seeking guidance or needing clarification.

117

We worked with over 117 distinct units seeking some level of assistance. Of these units, 28 were from Chicago, 8 from Springfield, 59 from Urbana-Champaign, 21 from System-level Offices, and one from an organization outside the University.

Through recycling these records, the University helped save 540 trees, 5,227 gallons of oil, 55,205 hours of electricity, and 165,409 gallons of water.

source: https://
montgomerycountymd.gov/sws/
footprint/)

DIRECT SUPPORT

OUTREACH

RIMS engaged in a number of outreach efforts throughout FY21. Engagements included providing a continuous stream of Adobe Sign trainings and presentations, delivering RIMS trainings and intro sessions, advising on a national grant for the Council of State Archives, presenting at the Society of American Archivists conference, and delivering a component of the University's BCA training on "Information Security, Records Management, and Related Issues".
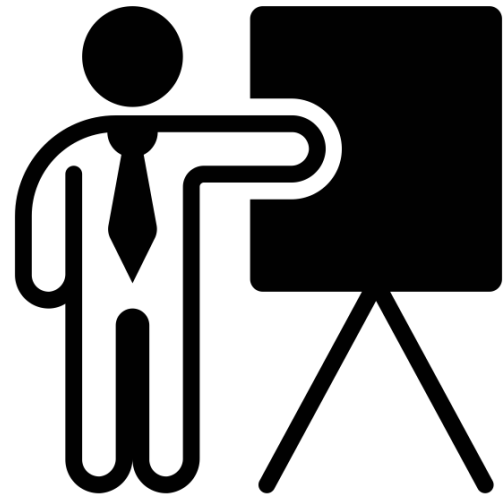
Created by Studio 365
from Noun Project

RIMS Training and Overview

- *Presented an "Intro to RIMS" session for Board of Trustees admin team*
- *Created and presented "Inventory & Storage" Webinar*
- *provided two "Intro to RIMS" classes for the Illinois Global Institute*
- *Presented at the OBFS-sponsored BCA Training on IT Security and Records Management*

Records Inventory & Documentation
at the University of Illinois

Adobe Sign Training

- *Provided on-demand Adobe Sign Trainings throughout FY21*
- *Led information session on Adobe Sign at Fall IT Pro Forum*
- *Introduced Adobe Sign to the ITLC Infrastructure Committee*

Outside Consultation

- *Presented on a panel at the Society of American Archivists on AI in archives*
- *Participating in the IPATHE Illinois Partnership to Advance Technology in Higher Education) on e-signature policy*
- *Participating in the CoSA PREPARE grant Advisory Group*

FY22 OBJECTIVES

1 **Information and Data Governance**

• Supporting policies, procedures related to e-signatures
• Developing governance policies and collaboration
• Investigating robotic business processes for document purging
• Exploring document management tools

2 **Compliance Updates**

• Drafting of Utilities retention schedule
• Securing approval of HR and McKinley retention schedules
• Creating combined schedule

3 **University Archives Partnership**

• Migrating physical storage at UIC
• Investigating options for e-records storage
• Working with Archives on email management

4 **Training and Resources**

• Creating training for email management and filing systems
• Supporting advanced training for Adobe Sign
• Initiating RIMS web content enhancements

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RIMSGroup@uillinois.edu

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