UNIVERSITY
OF ILLINOIS
SYSTEM

ANNUAL REPORT
RECORDS AND INFORMATION
MANAGEMENT SERVICES

2022 / 2023

UNIVERSITY OF ILLINOIS SYSTEM

The University of Illinois System is among the preeminent public university systems in the nation and strives constantly to sustain and enhance its quality in teaching, research, public service, healthcare and economic development.

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MISSION

Records and Information Management Services (RIMS) strives to provide a cohesive approach to the effective management of records and information resources throughout the University of Illinois, across all departments and campuses for the purposes of improving operational efficiencies and access to information while being mindful of securing information assets and meeting compliance requirements.

ABOUT US

RIMS recognizes each university within the University of Illinois System has unique characteristics and priorities in how they operate to support the broad mission and vision of our institution. Recognizing these differences helps us better support department-level needs while also coordinating guidance and policy development to meet overall compliance requirements, always mindful of our foundational commitment to research, teaching, and learning.

We seek out partnerships with individuals from various allied departments having subject matter expertise to inform our guidance documentation.

We look for ways to increase access to information assets in ways that do not unduly increase the risks associated with that broader access.

We continuously work toward clarifying requirements and improving processes for managing records and other information assets.

We support the academic mission of the University by participating in applied research projects, offering work opportunities for students interested in records and information management and the archives profession.

FY23 COMPLETED EFFORTS

➤ Information Technology (IT) Data Management Plan

The Information Technology Data Management Plan was developed over several years through an iterative review process in consultation with a broad set of subject matter experts and finally released in Spring 2023.

The Plan provides a set of retention recommendations for IT service management objects. Recommendations are consistent with guidelines provided by cyber security professionals industry wide and in accordance with the University of Illinois System Information Security Standards, the State of Illinois, and the practices of higher education peer institutions. RIMS plans to review the Plan regularly and update accordingly.

➤ Laserfiche Exploration

RIMS had been working with the UIC Hospital to explore the use of Laserfiche in support of recordkeeping requirements for their HR records. During FY23 it was determined that, at this time, the Hospital is no longer able to support this initiative and so we will be redirecting our efforts toward other objectives during FY24.

FY23 COMPLETED EFFORTS

▶ COVID-19 Documentation Project

Working with the University Archives and with support from the Board of Trustees and the Associate Vice President for Strategic Initiatives, we successfully completed the gathering of documentation in support of the University's response to COVID-19. During FY24, the Archives will be making materials discoverable via their website.

▶ Combined Retention Schedule

RIMS completed a combined records retention schedule incorporating all current "general" schedules during FY23. The next steps will be to finalize suggested changes offered by the State Records Commission and get their stamp of approval during FY24.

▶ Accessibility and Useability Review

During the Spring, RIMS new team members G Mast and Andrew Thompson completed a thorough accessibility review of the RIMS website along with a review of the General Records Retention Schedules with an eye toward improving useability and made the necessary updates.

FY23 ONGOING EFFORTS

▶ Adobe Sign Validation Project

During FY23, RIMS made slow but steady progress on the Adobe Sign Validation Project originally launched during FY22. The need for our biomedical researchers to complete informed consent documents and new drug applications with handwritten signatures initially inspired this project which aims to allow for the use of Adobe Sign for these transactions.

Completing the project has been challenging but throughout FY23 RIMS has worked with an outside consultant and the end of the project is now expected by the end of the first quarter in FY24.

▶ Records Storage Transitions

RIMS continued to work toward exiting the use of the Chicago Laflin warehouse for records storage this past fiscal year and began reducing our footprint for direct oversight of records storage in Urbana. We established a protocol for working with Iron Mountain to store departmental records and plan to have workflows fully transitioned to follow the protocol during FY24.

▶ iPRES Conference in Urbana

Throughout the past year, RIMS has been participating in final details to support the iPRES conference to be held in Urbana in September 2023. iPRES is the longest running conference focused on digital preservation, with its initial debut in 2004, and is highly regarded in academic circles engaged with planning for the long-term preservation of our modern digital information environment.

DIRECT SUPPORT

▶ New Team Members

Spring of 2023 started off with two new team members for RIMS. Andrew Thompson and G Mast are both hybrid employees, working out of AOB and HAB respectively when not working from home. Among other things, both Andrew and G provide direct support for RIMS customers. Their fresh perspectives have been very welcome as they help revamp our training materials, revise internal procedures, keep our web presence clear and up-to-date, and jump into a variety of projects.

▶ Adobe Sign Support

RIMS has continued to provide the back-end support for Adobe Sign. Throughout FY23, there were 62,166 completed agreements signed originating from 1,837 senders. Further details can be viewed at the Adobe Metrics webpage.

▶ Campus Engagement and Outreach

In October, RIMS participated in the UIC All Employee Expo by hosting a table and providing information about RIMS throughout the day. The Expo is designed to provide all employees with current information relevant to their professional and personal lives.

RIMS also participated in the Business Administrators Certification Program (BACP) once again. The BACP is a program "Designed for business administrators, business managers, and support staff, the program provides broad, advanced knowledge for managing business processes and understanding policies, procedures, and resources."

DIRECT SUPPORT

▶ Departmental Inquiries

During FY23, RIMS responded to 441 unique inquiries seeking guidance or help from over 170 distinct units. Of those inquiries, 54 were from Chicago, 13 from Springfield, 83 from Urbana-Champaign, 16 from Systems offices and an additional 44 from organizations outside of the University of Illinois.

■ SYSTEM ■ UIC ■ UIS ■ UIUC ■ EXTERNAL
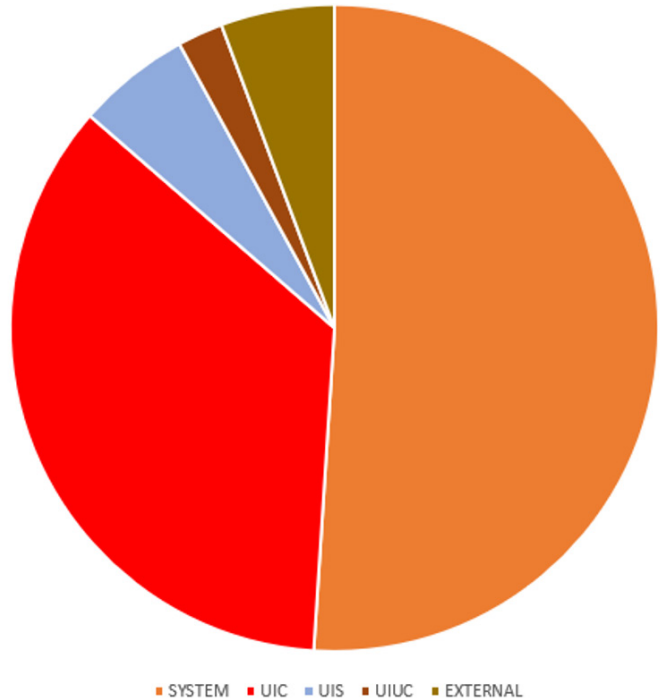
Many inquiries sought guidance on retention requirements for their paper and electronic records while others were looking for support in developing a plan for their own departmental records and other information assets. Overall, RIMS oversaw the approval for and disposal of over 3,876 cu. ft. (about 155,049 lbs. or 77.5 tons) and 6,835.1 GB of records.

Through recycling these records, RIMS helped the University's environmental impact by saving:

NUMBER OF TREES	GALLONS OF OIL	HOURS OF ELECTRICITY	GALLONS OF WATER
412	3,923	41,430	124,136
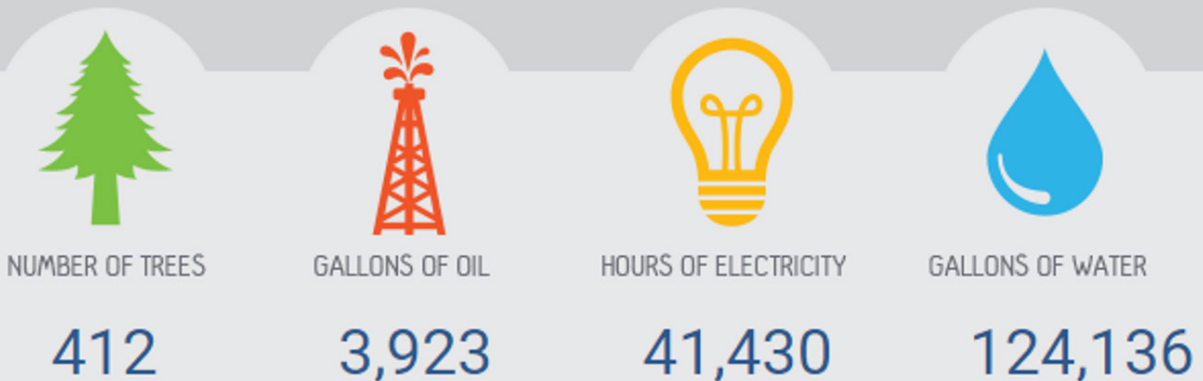
FY24 OBJECTIVES

▶ Records Inventory Process Improvement

RIMS will develop a new method to support the process of collecting information about records being considered eligible for disposal. We will develop a new records inventory form using Formbuilder with a goal of simplifying the steps and time it takes to submit disposal requests.
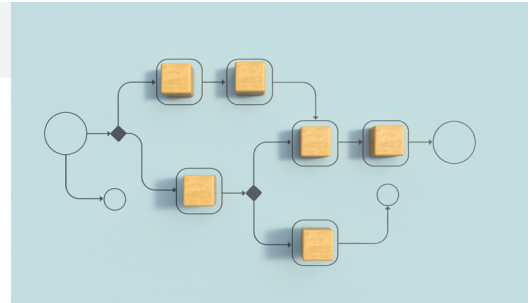
Policy Portal Pilot Project ◀

RIMS will conduct a pilot project to ensure policies are easily accessible, understandable, consistent, and standardized to the extent reasonable. RIMS aspires to develop a methodology to maintain a policy framework that best serves the University mission and represents and supports compliance.

▶ Adobe Sign

RIMS will complete the Adobe Sign FDA validation project and work to add support for HIPAA to Adobe Sign.

FY24 OBJECTIVES

▶ Email Processing

RIMS will begin working with archival email using the Ringtail e-discovery software.

▶ Completion of Records Storage Transition and Retention Schedule Work

RIMS will complete the transition of managing the storage of records with Iron Mountain and exiting the storage space at the Laflin warehouse. We will also get an updated records retention schedule in place for Developmental Services Center for Children and complete the merging of our general records retention schedule.

▶ New Training Modules

Using the VYOND software, RIMS will develop three brief trainings aimed at specific common tasks RIMS customers often undertake. The trainings will be focus on how to read a retention schedule, how to request disposal for records, and tips for filling out records inventory templated.

Contact Us

Records and Information Management Services

Urbana Office
Room 450 HAB M/C 359
506 S. Wright St.
Urbana, IL 61801

Chicago Office
AOB M/C 817
1737 W. Polk St.
Chicago, IL 60612

Email
RIMSgroup@uillinois.edu
Contact Form

Website
https://go.uillinois.edu/rims