



2017 NASCIO State IT Recognition Awards nomination

Idaho State Historical Society

Government Records Management System

Sponsor:

Janet Gallimore, Executive Director
Idaho State Historical Society

Category: Open Government and Data, Information and Knowledge
Management

Project Start Date: August 2015

Project End Date: September 2016

Contact Information:

Mackenzie Stone, State Records Center Manager

Idaho State Historical Society

Mackenzie.Stone@ishs.idaho.gov

208-514-2316

David Matte, State Archivist, State Archives Administrator

Idaho State Historical Society

David.Matte@ishs.idaho.gov

208-514-2328

Executive Summary

The Idaho State Historical Society (ISHS) has revamped its government records management program by successfully implementing a single software solution to replace three outdated information governance systems. The application has positively impacted statewide intellectual control of available inventories and improved transparency of government records under the Idaho State Archives and State Record Center.

Established as a state agency in 1907, ISHS is an extraordinary system of cultural and historic resources comprised of the Idaho State Historical Museum, Idaho State Archives, the State Record Center, Idaho State Historic Preservation Office and Historic Sites Program. The Idaho State Archives (ISA) and the State Record Center (SRC) deliver essential state services by providing efficient access and consistent accountability of government records to everyone from the general public, professional researchers and government entities. ISHS provides records management services for 80 state agencies and auxiliary support to 44 counties and 230 cities.

The state recognized that three unsupported legacy systems – that couldn't communicate with each other – needed to be replaced with a single, long-term sustainable solution that could meet the varying needs of its diverse customer base.

ISHS is more effective in its statutory obligation to preserve Idaho historic resources and provide records management services with the successful implementation of an industry-leading technology solution. This comprehensive system, Versatile Enterprise, is provided by Zasio, a Boise-based company that is an industry leader in records management software.

ISHS completed the two-year project to implement Versatile Enterprise as the database solution for the Idaho State Archives and State Record Center. The contract was awarded to Zasio Enterprises in August 2015. The product was installed September 21, 2015; the new system was in full operation August 31, 2016.

Concept

The Idaho State Historical Society consolidated three outdated systems with a single technology solution to transform government records management in Idaho. The three legacy systems were:

- ReDiscovery (an unsupported collections management product used by the Idaho State Archives)
- RITS (Records Inventory Tracking System: an outdated, homegrown inventory tracking database developed in 2006 for the State Record Center) and
- RIBS (Records Inventory Billing System: a patch product to help facilitate the billing processes of the record center's cost recovery program).

The Idaho State Archives (ISA) and the State Record Center (SRC) meet the critical storage and preservation needs of our state by housing original records, such as the state's constitution, attorney general opinions, adoption files, water and land records, vital statistics, and territorial records prior to Idaho's statehood in 1890.

While the archives and record center serve hand-in-hand to provide comprehensive records management services, there are several critical distinctions in the operational missions of each department:

The archives provides public access to records of fiscal, administrative, legal, vital and long-term research value to the citizens and government of Idaho. ISA preserves a large and unique collection of Idaho materials, including access to 123,000 cubic feet of state, county and city government records. ISA maximizes transparency in government records through its efforts in the public research center while preserving historically significant material to ensure its accessibility for future generations.

The record center provides comprehensive security and efficient retrieval of 33,000 cubic feet of records currently under retention primarily for state agencies. The centralized storage facilitates a complex hierarchy of state government records, both confidential and those available for public disclosure. The record center is tasked with delivering secure storage and efficient retrieval in a high-volume environment to ensure that state agencies can fulfill obligations of public records requests, legal reviews, auditing requirements and other administrative assignments. The record center has the additional complexity that it must operate as a cost recovery program; therefore, it requires a system that can comply with the chargeback requirements of record center operations.

ISHS completed the two-year project to implement Versatile Enterprise as the database solution for the archives and record center. The contract was awarded to Zasio Enterprises in August 2015. The product was installed September 21, 2015, to begin testing and migration. Three legacy systems were replaced with a single solution. The legacy systems were shut down August 26, 2016, and the new system went live August 31, 2016. The project was funded with one-time revenue of \$100,000 issued by the State Legislature.

ISHS spearheaded the project with collaboration from Zasio employees and Idaho Department of Administration to migrate data from the three legacy systems. Zasio conducted a tiered on-site training program that started with ISHS administrative users, expanded to agency power users and finalized with an online training webinar available to about 300 general system users.

By modernizing the information management of government records data, ISHS delivers a seamless records management interface in order to carry out the above-mentioned, essential functions. The program has been able to deliver comprehensive inventory tracking, reliable chargeback services and intellectual integrity of the entire life cycle of ISHS's physical holdings.

Significance

Versatile Enterprise is an information management solution for the Idaho State Historical Society's state archives and record center. ISHS accesses the database through a full-functionality desktop client and agency users access the database through a streamlined website. There are currently more than 300 statewide users who have access to the single application that manages the holdings of government records at the Idaho State Archives and State Record Center.

The system significantly improved the intellectual control of state agencies who store material at the archives and record center. Users now have real-time access to the location and status of their records in order to respond to public records requests, legal inquiries, auditing requirements and other administrative duties.

This project was truly a statewide collaboration project spearheaded by ISHS. Critical contributions to the project included OCIO for technical expertise throughout project implementation, Division of Purchasing for securing the state contract and direct user testing with representatives from the following agencies: Idaho Department of Administration, Idaho Department of Health and Welfare, Idaho Department of Environmental Quality, Idaho Department of Water Resources, Idaho Secretary of State and the Idaho Department of Juvenile Corrections.

This project has had a statewide effect on records management in Idaho where the improvements implemented at ISHS have cascaded to support best practice in records management at other state agencies. The standard operating procedures can easily transition and be modeled at any government entity in Idaho because the system instills best practice in records management for the life cycle of the record. Further, Zasio integrated a more robust web presence based on ISHS system requirements to enhance the functionality of its internally issued products.

Impact

ISHS has reduced risk while increasing operational efficiency in its statutory responsibilities to preserve historical resources and provide records management services in Idaho by replacing three outdated systems with a single technology solution. This modernization project has provided the following benefits to the State of Idaho:

- Enhanced intellectual control of the 780,000 record inventory tracking entries that were successfully migrated from the legacy systems of Idaho State Archives and the State Record Center into a single, streamlined database.
- Expanded functionality in barcode technology, space management and a user notification system.
- Improved billing integrity and statistical analysis with a completely renovated system with automated generation of fees, a plethora of reporting capabilities and streamlined processes of the record center's cost recovery program.
- Substantial time-savings in data entry for both the administrative and agency user with more efficient technology that eliminates freehand errors with data enforcement controls and consistent importing capabilities.

- Increased intellectual control over the life cycle of a record, including consistent and dependable destruction management that complies with state agencies' retention schedules.
- Upgraded technical support that allows the State of Idaho the autonomy and expertise to drive operational need for its programs and customers.
- Streamlined operations that will be able to serve and support the evolving needs of a complex state records hierarchy.

This collaborative project has revamped the management of government records in Idaho to create a robust environment for intellectual control, transparency and consistent policy implementation for the entire life cycle of a record. Historically significant material is more readily available to government entities and more accessible by the general public; the State Record Center's cost recovery program delivers a consistent and reliable service to its customers. The State of Idaho implemented a consolidated solution that will continue to serve the state's evolving government records needs.