



ENTERPRISE PUBLIC RECORDS REQUESTS AND MANAGEMENT PROJECT

Increased public access, improved transparency and a roadmap for managing public records into the future.

Problem

Upon assuming the office of Governor in February 2015, Governor Brown advanced priority legislation related to government transparency including Senate Bill 9 which authorized the Secretary of State (SOS) to conduct an audit of state agency responses to public records requests. The audit findings identified issues needing to be addressed for the State to appropriately manage and respond to requests for public records. Providing timely and cost effective access to public records is inconsistent across state agencies. Depending on which agency is approached and the complexity of the request, individuals requesting records experience different levels of communication, timeliness of responses and costs related to production of requested records.

Background

The public records requests and management project is primarily focused on implementing the recommendations and directives contained in three foundational documents:

- Statewide Performance Audit Report (Report No. 2015-27; *State Agencies Respond Well to Routine Public Records Requests, but Struggle with Complex Requests and Emerging Technologies*);
- Governor Brown’s Executive Order (EO) No. 16-06 on Public Records; and
- House Bill 4135 (2016).

Approach

A multi-agency project steering team will oversee the general direction of the project, while sub-groups of subject matter experts are convened to produce the work-products within three concurrent work-streams:

- **Work-stream One** - *Model Enterprise Public Records Policies*, will primarily focus on drafting a model enterprise policy for adoption by state agencies. This policy will set statewide minimum standards for records retention and management. The project team will establish consistent communication practices related to fees and charges as well as procedures for managing complex, non-routine requests.
- **Work-stream Two** - *Enterprise Records Management Recommendations*, will take up the technical work of identifying and making recommendations for potential technology solutions for electronically managing records and determining the feasibility of statewide implementation. A parallel work effort, coordinated under the Office of the State Chief Information Officer (OSCIO), will develop an Enterprise cloud-computing policy that will inform this work-stream.
- **Work-stream Three** - *Implementation Strategy* will focus on developing an implementation plan, including budget and timeline, enterprise training and mechanisms for tracking progress.

Expected Outcomes

- Enterprise-wide standards and approach to public records requests that is timely, fair and reasonable with the goal of increasing accessibility and state government transparency.
- Records management program with built-in flexibility to account for the unique business needs of state agencies and built-in accountability measures to ensure consistent and effective responsiveness.
- Statewide employee education and training on roles and responsibilities related to public records including record types created by emerging technology.
- Roadmap for the future regarding public records retention, including potential changes to retention schedules and software solutions identified throughout the project.
- Recommendations for implementation strategy of identified solutions.

Tentative Timeline

