



## ***Senior Agency Official for Records Management 2021 Annual Report***

The National Archives and Records Administration (NARA) requires Senior Agency Officials for Records Management (SAORM) to provide an annual report demonstrating how agencies are handling important records management initiatives as identified by NARA.

NARA uses the reports to determine the overall progress of the federal government in managing its records and the transition away from paper to digital formats, and to identify best practices and model solutions within federal agencies.

On 28, 2019, the Office of Management and Budget and the National Archives issued a memorandum: *Transition to Electronic Records* (M-19-21) to ensure that all federal records are created, retained, and managed in electronic formats by December 31, 2022. On January 1, 2021, Congress enacted the Preservation of Electronic Messages and Other Records Act, amending 44 U.S.C. Chapter 29, that requires the electronic capture, management, and preservation of such electronic records in accordance with the records disposition requirements of 44 U.S.C. Chapter 33. This year's SAORM report provides an opportunity for agencies to report on plans and progress towards electronic records keeping and preservation under both these requirements, as well as other important records management initiatives.

**The reporting period begins on January 10, 2022, and reports are due back to NARA no later than March 11, 2022.**

NARA plans to post your 2021 SAORM report on the NARA website upon receipt. Please ensure that your agency's report is a publicly releasable version. This action is in the interest of transparency in government and to promote collaboration and communication among agencies. NARA intends to list any non-responding agencies in a summary report and on the website.

#### Instructions for Reporting:

- This template covers records management program developments towards the transition to electronic recordkeeping outlined in M-19-21 through December 31, 2021, and other aspects of agency records management programs.
- Please be brief and precise in your answers. Limit answers to each question to no more than 500 words.
- Please complete the questions/items below and send the report to
- [rmsselfassessment@nara.gov](mailto:rmsselfassessment@nara.gov). Include the words "SAORM 2021 Annual Report - [Agency Name]" in the subject line of the email.
- If you are responsible for records management in multiple agencies, components, or bureaus, please determine how you will submit reports to NARA. While NARA prefers a comprehensive report, you may submit separate reports for each component.

Provide the following information (required):

- Name of SAORM: Beth Ann Killoran
- Position title: Deputy Chief Information Officer, General Services Administration
- Address: 1800 F Street, NW Washington DC 20405

**1. What agencies, bureaus, components, or offices are covered by this report and your position as SAORM and which will be reporting separately?**

As the Deputy CIO, I serve as an advisor to the CIO, Administrator, and other senior GSA officials on all technology and data management initiatives, leveraging technology for innovative business practices and leading enterprise-wide modernization efforts. Therefore, this report covers the General Services Administration, which includes the Federal Acquisition Service and the Public Buildings Service. No portion of GSA will be reporting separately.

**2. Has the COVID-19 pandemic changed any policies or practices related to records management at your agency?**

- Yes  
 No  
 Do not know

Delays at federal records centers for transfers and references of records has caused delays by employees looking to store and retrieve records.

**3. Does your agency have an established information governance framework that connects records management, data management, and other agency information lines of business? (A relationship between CIO, CDO, SAORM, DRO/ARO, RM Staff, Security, Privacy Officers, and FOIA)**

- Yes  
 No  
 Do not know

GSA reorganized the records management program at the start of FY2021 placing it back into the Office of the Chief Information Officer so it will be better connected to other information functions such as the Controlled Unclassified Information and Privacy Offices and the technology functions of the agency.

**4. Will your agency meet the goal to manage and preserve all permanent records in an electronic format with appropriate metadata by December 31, 2022? (M-19-21, 1.2)**

Yes

No

Do not know

As GSA migrates more permanent records into our Enterprise Document Management System (EDMS), we are simultaneously identifying and including appropriate metadata in response to NARA's 2019 transfer guidance.

**5. Will your agency meet the goal to manage and preserve all temporary records in an electronic format by December 31, 2022? (M-19-21, 1.3)**

Yes

No

Do not know

The vast majority of GSA records are already created digitally. In addition to permanent records, GSA's EDMS system also includes temporary records, staging them prior to appropriate destruction according to their disposition authority. Additionally, the SAORM also regularly coordinates with GSA's Chief Information Officer (CIO) to discuss electronic records issues. Members of the records management program work closely with regions ensuring the continued progress towards the goal of complete electronic recordkeeping

**6. Does your agency have plans to submit to NARA a request for an exception to the M-19-21 requirements before December 31, 2022?**

Yes

No

Do not know

GSA is making great strides towards moving toward to an all-electronic records management environment. However, at this point, early 2022, I do not yet know if all offices will make their goals of having all of their legacy paper records stored in federal records centers where necessary.

**7. Is your agency utilizing the General Services Administration's Special Item Number for Electronic Records Management (518210 ERM) 6 to procure solutions to assist in transitioning to an Electronic Environment?**

Yes

No

Do not know

Many of GSA's investments in technology to meet the requirements of M-19-21 began years before development of GSA's Special Item Number for Electronic Records Management (518210 ERM). That does not rule out our agency including the possibility of using this contracting vehicle in future procurements.

**8. Has your agency developed plans to meet the requirements of M-19-21, 1.3 to store temporary records in commercial storage facilities by December 31, 2022?\***

Yes

No

Do not know

GSA has made significant progress during the past few years in organizing and disposing of legacy records stored in agency building space. With the Agency's progress towards significantly improved electronic recordkeeping, the Agency does not anticipate at this time needing to use commercial storage.

**9. Do you, as the SAORM, see challenges within your agency in meeting the goal of fully-electronic recordkeeping?**

Yes

No

Do not know

As discussed above, the vast majority of GSA records are created digitally. GSA's EDMS manages both temporary and permanent records according to their disposition authority. Members of the records management program work closely with regions ensuring the continued progress towards the goal of complete electronic recordkeeping.

**10. NARA is always working on ways we can make your role as the SAORM easier, improve how we interact with you and how you interact with each other. Do you have any suggestions?**

Yes

No

Do not know

I have recently taken over as GSA's SAORM and do not have any suggestions at this time but will be in touch if I do.