

**CASE STUDY**

# Actively Maintaining Inactive Government Files

The Pennsylvania Historical and Museum Commission



How the Pennsylvania Historical and Museum Commission coordinated its solutions for all 65 Executive Branch agencies.

The Pennsylvania Historical and Museum Commission, in conjunction with the Office of Administration, is responsible for administering all aspects of the Commonwealth's records management program. Through its Bureau of Archives and History (BAH), the Commission operates the State Records Center for all 65 Executive Branch agencies. The Records Center's mandate is to manage inactive government records, for set periods of time, according to retention schedules.

The State Records Center provides free of charge

off-site storage to state agencies. Agencies send their inactive files to the Records Center, which retains the files for a designated period according to detailed retention schedules. At the end of the inactive retention period the Records Center acts in accordance to the retention schedule's final disposition and returns the records to the agency, destroys them, or sends them to the State Archives if they have lasting archival or historical importance.

Managing millions of inactive records is challenging. Different records from different agencies need to be retained for different periods of time. Many state and

federal statutes affect how long inactive records must be retained. Although the Records Center stores the inactive records, the records remain the property of the various state agencies. Thus the Records Center must be able to quickly and accurately retrieve any file that may be requested by an agency.

It was clear that better approaches to managing the inactive records were needed to serve the agencies. An outdated commercial records management system was proving to be inadequate because of endless patches, bug fixes, and crashes upon upgrading. These problems were compounded by the vendor's lack of technical support.

Linda Avetta, BAH Project Manager for electronic archives and records management, and her team went looking for a 21st Century solution to records management—one that would facilitate all agency interaction via the web and could handle a large volume of inactive records quickly and accurately.

## The Solution

After issuing a detailed request for proposal and evaluating the responses, the winning bid was clear—OmniRIM®\_Solutions Inc. and its Web-based records management solution.

The Bureau of Archives and History purchased OmniRIM's Enterprise Web Edition, which is specifically designed to meet the needs of larger, more complex businesses. OmniRIM®\_Enterprise Web Edition allows a client to simplify and standardize their most complex records management processes easily through a single Web-based solution. OmniRIM®\_can be rapidly deployed across multiple departments and divisions without requiring software to be installed on each workstation.

## Benefits

The Commonwealth of Pennsylvania's Record Center now has a superior Web-based system that allows it to manage its inactive records online. Records coordinators and agency authorized personnel throughout the state can quickly and accurately request files from the Records Center via the Internet. This reduces the need for Records coordinators and agency authorized personnel to telephone, fax, or email the Records Center when they need to review inactive records.



"The support team at OmniRIM® has been tremendous. They are professional and address issues and Implement solutions quickly." - Steve Musser, State Records Center Manager

### About FileBRIDGE

From storage and document handling to on-demand digital file delivery with our FileBRIDGE platform, we offer the services and solutions that enable you to cross the bridge to less paper.

To find out how Access and its FileBRIDGE products can help your business, contact our team today at 1 877 FileLine!

**TALK TO US TODAY**