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Introduction

This plan provides a strategic overview of the Mission Support Alliance (MSA) program for managing the Department of Energy (DOE) information, media, content and Records in accordance with the Mission Support Contract (MSC) DE-AC06-08RL14728. The plan includes provisions for transitioning records support from a Service Provider to a Mission Essential Partner by providing customers with cost-effective and efficient services that make the Hanford cleanup mission execution safer and better. The plan includes provisions for transitioning from paper to electronic records by implementing business processes improvement and automation, that will enhance searchability and retrieveability of records, while complying with records management regulations and standards. This document is intended to be a changing and dynamic document, and is a planning vehicle in support of the DOE Hanford 2020 vision. As priorities and technologies change, this plan will reflect those changes. For detailed description of our services please see Appendix A.

End State Vision (Strategic)

Records management services and processes administered by the MSA will include automated ready and accurate access to records while increasing efficiency and productivity. Low cost
compliant storage for frequently accessed inactive paper records will be provided on site. Transition to electronic records will provide easy access to records due to proper identification, indexing and authentication and enable proper records management, prompt disposition of inactive records, and efficient management of major records collections.

<table>
<thead>
<tr>
<th>Current State</th>
<th>Transition State - Objectives</th>
<th>End State</th>
<th>Project Start/Project Stop</th>
</tr>
</thead>
<tbody>
<tr>
<td>The majority of record content is processed in a paper format</td>
<td>Increase the total of new record material that is created and stored electronically by 15% each year. Enable electronic records capture through business process automation</td>
<td>Eliminate the need for scanning hard copy records.</td>
<td>2012/2020</td>
</tr>
<tr>
<td>Some RIM systems are in stages of implementation and/or are antiquated and not supported</td>
<td>Continue to develop/implement newer systems and upgrade/replace aging, antiquated systems</td>
<td>The CRM Systems are fully integrated and vendor supported applications.</td>
<td>2012/2015</td>
</tr>
<tr>
<td>Records indexing guidelines and resulting metadata are not standard across the site</td>
<td>Establish and implement record metadata indexing standards</td>
<td>Standard indexing is used by all contractors of Electronic Records.</td>
<td>2012/2015</td>
</tr>
<tr>
<td>Record information search does not meet mission needs</td>
<td>Develop and implement an initiative for improved records search capabilities</td>
<td>Projects are using IDMS Search to retrieve records information.</td>
<td>2012/2013</td>
</tr>
<tr>
<td>Records are in various nonapproved locations throughout the site</td>
<td>Create and implement a &quot;No Records Left Behind&quot; awareness campaign</td>
<td>All inactive hard-copy records are housed at RHA or in an approved Records Storage Area (RSA).</td>
<td>2012/2014</td>
</tr>
<tr>
<td>Difficult to transition intercontractor information at contract or project closeout and/or turnover</td>
<td>Develop a &quot;Readiness for Transition of Information&quot; plan</td>
<td>A &quot;Readiness for Transition of Information&quot; Guideline (including lessons learned) is developed and available to</td>
<td>2012/2013</td>
</tr>
</tbody>
</table>
Goals and Objectives (Transition – Strategic to Tactical)

The goals for records management is to advance the services, systems, and processes to that of a world-class program.

**Goals**
- Site-wide Records Awareness Campaign reaching all audiences.
- The majority of new record material is created, managed, and stored electronically.
- Processes for retiring records in both electronic and paper format will be automated, and standardization of metadata will be applied; demonstrating significant improvements in record search capabilities.
- Remove records from the field and place them in the RHA or an established Records Staging Areas (RSAs). Scanning costs are significantly reduced and paper records in the
field are being converted to electronic searchable records reducing long-term storage volumes and cost.

- Digitize multimedia and records
- Identify and prepare to repurpose or destroy all records whose retention period has expired

**Objectives**

- Implement business processes automation to enable electronic records capture.
- Management of completed records.
  - Records Staging Areas in the field for active records.
  - If records are inactive they can be retired to the RHA or scanned in IDMS as records and the paper will be destroyed.
- Implement Records Staging Areas.
- Upgrade IDMS to enhance records search capabilities and system functionality.
- Standardize legacy systems metadata.
- Increase records management awareness and improve records management through training.

**Transition Approach (Tactical)**

Below are details of transition projects that could begin in 2012 & 2013. Transition projects that are projected to begin after 2014 are listed in Attachment C.

**DMCS Enhancements**

Enhance the Document Management and Control System functions and capabilities including workflow and e-signature.

Why: Automates manual functions resulting in streamlined work execution. Reduces use of paper, resulting in lower storage costs of hard copy records. Supports electronic records initiative. Results in projects having improved access to records, and saves time and cost by reducing transportation and retrieval time.

Who:

- The Economic Stakeholder: Pam Thurman, DOE-RL
- The Technical Stakeholder: Debbi Isom, MSA
- The End User Stakeholders:
  - WRPS Engineering & Document Control
  - CHPRC Engineering & Document Control
  - MSA Engineering & Document Control

When:

- 2013 Identify and prioritize enhancement projects
- 2013 – 2014 Project Execution
How: MSA will work with LMSI to expand capabilities of DMCS functionality. Work execution will be performed by preselect contractor LMSI. MSA will procure all hardware and software through a small business where possible. A project manager will be assigned to develop and execute a project management plan. Integration with WRPS and CHPRC will occur during project meetings.

Assumptions:

- Bentley Systems eb Informatics software will be utilized where possible
- DOE will support efforts and potential issues with multi-contractor system
- FY2012 IT budget will remain at FY2011 levels

Deliverables:

- 25%: Development of recommended/potential solutions and cost estimate
- 50%: Updated project schedule, design complete, material list, procurements issued
- 75%: Software/Hardware onboard, installation started, project schedule updated, training of key users complete.
- 100%: Software installed, test & acceptance complete, check list complete and customer approval.

E-Mail as Electronic Record

Identify the process for standardizing, capturing, and dispositioning Email as electronic records using the Enterprise Vault tool.

Why: Saves projects time and money, reduces IT costs. Supports a strategic initiative. Reduces need to print to paper, reducing time and storage costs. “Smart” filters/rules can be built in based on content, again reducing project personnel time. Electronic records are readily accessible for retrieval through electronic searches.

Who:

- The Economic Stakeholder: Pam Thurman, DOE-RL Records Manager
- The Technical Stakeholder: Debbi Isom, MSA CRM Director
- The End User Stakeholders: Hanford Site Contractors

When: 2013

Develop process

How: MSA will work with LMSI to develop a process of capturing emails as electronic records, using Enterprise Vault. Work execution will be performed by preselect contractor LMSI. A project manager will be assigned to develop and executed a project management plan. The Project team should include participants from each Hanford Contractor and LMSI.

Assumptions:

- Enterprise Vault will be implemented at the Hanford Site.
- FY2012 IT budget will remain at FY2011 levels.
- DOE will support efforts and potential issues with multi-contractor system.

Deliverables:
25%: Rough draft of process, input from other contractors received, estimate on pricing
50%: Updated project schedule, draft in review
75%: Enterprise Vault team engaged and tool properly configured
100%: Process communicated and Email being stored as Electronic Record

**Enterprise Vault**

Participate in the Enterprise Vault Implementation Project for E-mail Archive.

**Why:** CRM has an interest in how Enterprise Vault is implemented here at the Hanford Site. Enterprise Vault could be used in the future for records collection. Supports a strategic initiative.

**Who:**
- The Economic Stakeholder: Pam Thurman, DOE-RL Records Manager
- The Technical Stakeholder: Debbi Isom, MSA CRM Director
- The End User Stakeholders:
  - Ron Nelson, CIO CHPRC
  - Joe Vacca, CIO WRPS
  - Terry Wentz, CIO MSA

**When:** 2012/TBD – CRM Participation as part of the Project Team to implement. Implementation project owned by Site Infrastructure Services.

**How:** MSA and LMSI will participate as part of the Enterprise Vault Project team, which is owned by Site Infrastructure Services.

**Assumptions:**
- Enterprise Vault will be implemented at the Hanford Site.
- FY2012 IT budget will remain at FY2011 levels.

**Deliverables:**
- 50%: CRM Interests identified and communicated
- 100%: Enterprise Vault configured correctly for future use in Electronic Record capture activities.

**Fixed RM**

Replace/upgrade the Fixed RM (RHA-MIS) product.

**Why:** Fixes a problem with current software; corrects a performance issue by integrating this RIM System with IDMS; supports End State objective and/or strategic objective.

**Who:**
- The Economic Stakeholder: Pam Thurman, DOE-RL
- The Technical Stakeholder: Debbi Isom, MSA
- End User Stakeholder: Craig Davis & Don Bogart, LMSI

**When:** 2012 Implement Opentext Content Server Physical Objects Module
How: MSA will work with LMSI to implement Opentext Consent Server Physical Objects Module. Work execution will be performed by preselect contractor LMSI. A project manager will be assigned to develop and execute a project management plan.

Assumptions

- Opentext Content Server Physical Objects Module will meet the needs of the RHA-MIS System
- FY2012 IT budget will remain at FY2011 levels

Deliverables

- 25%: Development of recommended/potential solution/issues and cost estimate
- 50%: Updated project schedule, implementation plan complete, procurements issued
- 75%: Software/Hardware onboard, installation complete, project schedule updated, training of key users complete.
- 100%: Software installed, test & acceptance complete, and customer approval.

Metadata Standards

Establish and implement record metadata indexing standards.

Why: Indexing standards allows Project personnel to better search and retrieve records needed to perform their jobs, quickly and efficiently. Supports End State objective and/or strategic objective.

Who:

- The Economic Stakeholder: Pam Thurman, DOE-RL
- The Technical Stakeholder: Debbi Isom, MSA
- The End User Stakeholders: All Hanford Site Contractors

When: 2013

How: MSA will work with LMSI to establish and implement record metadata indexing standards used by all functions imaging documents into IDMS. Work execution will be performed by preselect contractor LMSI. A project manager will be assigned to develop and execute a project management plan. MSA will procure all hardware and software through a small business where possible.

Assumptions

- DOE and site contractors will support efforts, including imaging work self-performed
- FY2012 IT budget will remain at FY2011 levels

Deliverables

- 25%: Development of recommended/potential solutions and cost estimate
- 50%: Updated project schedule
- 75%: Project schedule updated, training of key individuals complete. Deployment scheduled developed.
- 100%: Project deployed
Readiness for Transition
Develop a Readiness for Transition of Information Plan. This plan will include the details of transitioning records during contract changeover, contract completion, project changeover, exit of employees, etc.

Why:
Valuable record material has the potential to be lost, during transition or changeover. Assists in capturing record material that may otherwise be lost. Lower costs to the Projects who inherit record material through transition or changeover. Supports End State objective and/or strategic objective.

Who:
- The Economic Stakeholder: Pam Thurman, DOE-RL
- The Technical Stakeholder: Debbi Isom, MSA
- The End User Stakeholders: All Hanford Contractors

When:
2012 Develop plan
2013 Complete enhancements after utilizing

How: MSA will work with LMSI to create a Readiness for Transition of Information Plan, which will be distributed to site contractors. A project manager will be assigned to develop and execute a project management plan.

Assumptions:
- FY2012 IT budget will be no lower than $34.0M

Deliverables:
- 25%: Rough Draft Outline of Plan and estimated pricing
- 50%: Updated project schedule, Rough Draft complete, input requested/received
- 75%: Project schedule updated, Initial review complete
- 100%: Final, approved Document delivered

Records Awareness Campaign
Utilize all training options, develop Records Awareness Campaign and deploy to site personnel.

Why: Save Project’s money, reduce IT cost; fixes a problem; corrects a performance issue; supports End State objective and/or strategic objective.

Who:
- The Economic Stakeholder: Pam Thurman, DOE-RL
- The Technical Stakeholder: Debbi Isom, MSA
- The End User Stakeholders: All Hanford Site Contractors

When:
2014 Initial Campaign developed and deployed
2015 Campaign enhanced and deployed
2016 Campaign enhanced and deployed
2017 Campaign enhanced and deployed
2018 Campaign enhanced and deployed
2019 Campaign enhanced and deployed
2020 Campaign enhanced and deployed

How: MSA will procure all hardware and software through a small business where possible. Work execution will be performed by preselect contractor LMSI. A project manager will be assigned to develop and execute a project management plan. Integration with WRPS and DMCS will occur during project meetings.

Assumptions:
FY2012 IT budget will be no lower than $34.0M

Deliverables:
- 25%: Survey completed; Development of potential solutions and cost estimate
- 50%: Updated project schedule, Campaign media and materials design in draft
- 75%: Finalize campaign materials and content, project schedule updated, training of trainers complete. Deployment scheduled developed.
- 100%: Campaign deployed

RMAP Evaluation
Evaluate future RMAP capabilities to expand usability for all users – Create RMAP Enhancement Plan

Why: Reduce IT cost by streamline process; fixes a problem; corrects a performance issue; supports End State objective and/or strategic objective.

Who:
- The Economic Stakeholder : Pam Thurman, DOE-RL
- The Technical Stakeholder: Debbi Isom, MSA
- The End User Stakeholders: Hanford Site Contractors

When:
2012 Create RMAP Enhancement Plan
2013 Review and select enhancements; deploy enhancements
2014 Deploy enhancements
2015 Deploy enhancements

How: MSA will procure all hardware and software through a small business where possible. Work execution will be performed by preselect contractor LMSI. A project manager will be assigned to develop and execute a project management plan. Integration with WRPS and DMCS will occur during project meetings.

Assumptions:
- Hanford Site Contractors will continue to have access to HLAN.
- FY2012 IT budget will be no lower than $34.0M

Deliverables:
- 25%: Development of recommended/potential solutions and cost estimate
- 50%: Updated project schedule, enhancement list and potential schedule complete
75%: Software developed, Hardware onboard, testing started, project schedule updated, and training of key users complete.
100%: Software deployed, test & acceptance complete, customer approval.

Ecological (Green) Considerations

Can we reduce or eliminate the footprint, power consumption and shipping/disposal costs in support of Green initiatives.

In keeping with DOE’s goal to promote ecologically-friendly (“green”) practices, systems, and facilities, the aforementioned strategic initiatives contribute in the following manner:

In 2010, a brand new, state of the art, records storage facility was constructed to current industry standards and employed energy-efficient heating, ventilation, and air conditioning (HVAC) systems, energy-efficient lighting, and environmentally-accepted building materials. Additionally, new equipment procured for use within the new records storage facility was more energy efficient than previously available technology (computers, scanners, copiers, printers, etc.). The new facility replaced a building, originally built in 1950, which will be turned over, after all existing functions are moved to new locations.

An enhanced dedicated effort to transition from our reliance on hardcopy (paper) records to electronic records will reduce the volume of paper currently used to support operations and is in compliance with the Paper Reduction Act (PRA) of 1995 and the E-Government Act of 2002, and also supports an initiative within the EM Strategic Plan FY 2009-2011, dated June 2009, to “expedite responses to internal and external requests for information about the EM program.” Less hardcopy (paper) creates less waste, and creates more efficient business processes, in addition to saving our environmental resources, such as fuel, trees, etc. Enhanced document/record search and retrieval capabilities will be increased, as personnel, using electronic systems, can quickly and effectively locate documentation, from their desktop or in the field.

Capturing of records, at the point of creation, and maintaining those records throughout the cycle, by utilizing automated work and process flows, thus reducing hardcopy (paper) records, the storage spaced needed to house this paper, and effectively reduces the risk associated with hold paper records.

What is the cost of paper?

- Paper
- Staples, tape, paper clips
- Printer toner/ink and other maintenance
- File folders
- File storage (cabinets, boxes, buildings, etc)
- Labor to organize and maintain paper, delivery service
Revenue Model

As the Hanford Site records management contractor, the MSA is responsible for providing records management support services, processes, and systems, hereafter referred to as “services,” for use by DOE and contractor personnel. Some of the following services are mandatory for use and compliance by all MSA contractor and subcontract personnel. Some of these services are also mandated for use by non-MSA contractors, as stipulated within their individual contracts, and are identified as “mandatory” within these sections. Others are optional in nature (for non-MSA) and may be used by DOE and non-MSA contractors to manage records.

<table>
<thead>
<tr>
<th>MSC Contract/ MSC Scope</th>
<th>Mandatory/ Optional</th>
<th>Current Revenue Model</th>
<th>Future Revenue Model</th>
</tr>
</thead>
<tbody>
<tr>
<td>Records Identification, Inventory &amp; Scheduling Service</td>
<td>Optional</td>
<td>Site wide services</td>
<td>Usage based</td>
</tr>
<tr>
<td>Use of Site-wide RIDS system</td>
<td>Mandatory</td>
<td>Site wide services</td>
<td>MSA contract</td>
</tr>
<tr>
<td>Long Term Records Storage</td>
<td>Mandatory</td>
<td>Site wide services/Assessment fee</td>
<td>Fixed fee for storage/ usage based for all other services</td>
</tr>
<tr>
<td>Major Collection Management</td>
<td>Mandatory</td>
<td>Site wide services</td>
<td>Direct funded</td>
</tr>
<tr>
<td>Imaging Operations</td>
<td>Optional</td>
<td>Site wide services/Direct funded</td>
<td>Direct funded</td>
</tr>
<tr>
<td>Litigation Support, litigation hold/moratoria</td>
<td>Optional</td>
<td>Site wide services</td>
<td>Direct funded</td>
</tr>
<tr>
<td>Vital Records</td>
<td>Optional</td>
<td>Site wide services</td>
<td>Site wide services</td>
</tr>
<tr>
<td>Records Restoration</td>
<td>Optional</td>
<td>Site wide services/Direct funded</td>
<td>Site wide services/Direct funded</td>
</tr>
<tr>
<td>Electronic Records</td>
<td>Optional</td>
<td>Site wide services/Direct funded</td>
<td>Site wide services/Direct funded</td>
</tr>
</tbody>
</table>
## Processes and Metrics (Mission Value Add)

<table>
<thead>
<tr>
<th>Strategic Goal(s) Supported</th>
<th>Measurement Indicator</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>On-Site compliant records storage facility</td>
<td>Compliance with requirements for records storage at the Hanford site.</td>
<td>Full compliant facility</td>
</tr>
<tr>
<td>Easy and mobile access to record information</td>
<td>Number of processes reviewed for workflow implementation (per year)</td>
<td>Number of processes reviewed increase each year</td>
</tr>
<tr>
<td>Increase number of electronic records</td>
<td>Number of Electronic Records in electronic records' storage systems vs. Number of Records retired in physical format</td>
<td>Number of Electronic Records increase each year</td>
</tr>
<tr>
<td>Implement quality Records Management program</td>
<td>Number of users trained per year</td>
<td>Increase number of trained users trained each year</td>
</tr>
<tr>
<td>Cost Effective Program Management</td>
<td>Actual costs are less than budget.</td>
<td>Decreased cost</td>
</tr>
<tr>
<td>Long-term Records Storage, Retrieval, and Destruction</td>
<td>The removal of records from the field and into long-term storage</td>
<td>Decrease of records in the field past their cut-off</td>
</tr>
<tr>
<td>Records Inventory and Schedule Management</td>
<td>Account for all records and non-record information annually</td>
<td>100% of all companies reporting.</td>
</tr>
<tr>
<td>Vital Records</td>
<td>Ensure all vital records are created and stored separately</td>
<td>100% of all companies report.</td>
</tr>
<tr>
<td>Imaging Operations</td>
<td>Increase quantities of imaged scanned as records</td>
<td>100% Electronic Records</td>
</tr>
<tr>
<td>Imaging Operations</td>
<td>When items are scanned as electronic records no corresponding records will be retired in RHA, unless dual copy is required.</td>
<td>100% Electronic Records</td>
</tr>
</tbody>
</table>
Training

Our work at the Hanford site sets new boundaries and develops new technologies intended to clean the footsteps of those that preceded us, while still respecting, protecting, and preserving the work they accomplished and the legacy they left behind. Those of us that protect the records of this site need to use the technologies available to us today as we teach others how to create, use, and preserve the legacy we leave behind.

Training on Records Management is a significant element in achieving an overall understanding of the value and need of an effective Records Management program. Training will be provided at three levels, using various training vehicles, specific to the intended audience.

- Overview of Records Management Functions
- Service specific
  - Records Storage
  - Electronic Document Processing
  - Records Storage Areas
  - Records Inventory and Scheduling
  - Vital Records
  - Records Restoration
  - Imaging
- Process specific

As we move forward into the 21st century, bringing records awareness to the workforce has us developing new and innovative approaches. Technologies that can lead us into a more effective Records Management training experience for tomorrow will be leveraged. For example:

- Webcasts, Webinars
- Outreach campaign to reach all audiences
- Records Management bulletins and updates, pushed to the user’s desktop
- Microsoft Live Meeting that would enable instruction to be given in real time over the internet, saving all parties from leaving their offices.
- E-readers that enable the user to store written procedures, instructions, and documents in a useful space-saving tool

Reports and Plans

The following reports and plans are contractually required to be provided to DOE and are used by the MSA to develop and manage the Records Management Program:

Report of efforts and recommendations for making the records storage process more cost effective, including controlling and lowering costs associated with storage and shipping records
to and from the Federal Records Center (FRC). This report shall include statistical data regarding ongoing costs and the number of records and retrievals being managed.

- Recommendations to DOE regarding cost-effective long-term records storage (2010-2035).
- Complete an assessment of records storage compliance with NARA facility requirements and other requirements annually.
- Develop and maintain a Comprehensive Content (Records) Management Security Plan annually.

## Change History

<table>
<thead>
<tr>
<th>Date</th>
<th>Version</th>
<th>Change Author</th>
<th>Change Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>June 2010</td>
<td>0</td>
<td>Miljana Mijic &amp; Debbi Isom</td>
<td>Initial Document</td>
</tr>
<tr>
<td>June 2011</td>
<td>1</td>
<td>Irma Meyer</td>
<td>Updates to document date, corrected table of content references, updates to DOE End States, updates to Transition Approach (Tactical) section, minor updates to Revenue Model, simplified Training section – added awareness aspect, updates Reports and Plans, moved Long-Term Stewardship section to Appendix B, added Appendix C – Transition Projects Schedule, minor updates to format.</td>
</tr>
</tbody>
</table>
Appendix A: Description of services provided

MSA, LLC provides a variety of services that are based on the following requirements.

Requirements

- DOD 5015.2, Design Criteria Standard for Electronic Records Management Software Applications
- U.S. District Court for the Eastern District of Washington, Master File No. CY-91-3015-AAM,
- In Re Hanford Nuclear Reservation Litigation
- Mission Support Contract (DE-AC06-09RL14728) Section 1.155 (DEAR 970.5232-3)
- Title 36, Code of Federal Regulations, Chapter XII, Subchapter B, Records Management,
  - Part 1220 (36 CFR 1220), “Federal Records; General”
- Title 5, United States Code, Chapter 5, Administrative Procedure, Subchapter 2,
  - Section 552 (5 USC 552), “Public information; agency rules, opinions, orders, records, and proceedings” (Freedom of Information Act)
  - Section 552a (5 USC 552a), “Records maintained on individuals” (Privacy Act of 1974)
- Title 44, United States Code,
  - Chapter 33, Disposal of Records, Subchapter 3303a (44 USC 3303a), “Examination by Archivist of lists and schedules of records lacking preservation value; disposal of records”

Services

- Active Storage
- Inactive Storage
- Records Staging Areas
- Electronic Document Processing and Records Storage
  - Electronic Document Processing
  - Electronic Records
• Major Collections
• Records Inventory and Scheduling
• Vital Records
• Litigation Holds/Moratorium
• Records Restoration
• Records Training
• Imaging Services
• RIM Systems/Data Administration

Procedures/Processes
• MSC-RD-210, Records Management Program
• MSC-PRO-27827, The Use of Commercial Mobile Document Destruction Serv...
• MSC-PRO-10588, Records Management Processes
• MSC-PRO-32281, Electronic Records
• MSC-PRO-31304, Audiovisual, Cartographic, and Architectural Records
• MSC-PRO-184, Information Protection and Clearance
• MSC-PRO-2149, Electronic Mail Messaging System
• MSC-RD-8310, Document Control Program
• MSC-RD-12223, Protecting and Controlling Classified Matter
• MSC-RD-10721, Appropriate Use of Government and Personal Resources
• MSC-PRO-309, Controlled Software Management
• MSC-MP-599, Quality Assurance Program Description
• MSC-PRO-211, Administrative Record File and Public Information Repositories
• MSC-PRO-232, Project Files Management
• MSC-PRO-8724, Information Assets Transfer Process
• MSC-PRO-10863, Notebooks and Logbooks
• MSC-PRO-27827, The Use of Commercial Mobile Document Destruction Serv...
• OCRWM Records Management
• TRU Records Management
Records Generation/Processing:

Records are typically generated or received as specified within the documents or systems used to manage the work activities that require the documentation or receipt of record information. Requirements for creating and maintaining records are derived from a host of Federal Codes and Requirements. The identification of record material is predicated on the content and use of the information. The media, format, and content of a required record are predicated on operational needs and regulatory requirements. Records are typically needed for one or more of the following:

- Needed to demonstrate completion or acceptance of work done
- Document an organization, function, decisions, and activities
- Needed to document compliance with procedures, regulations, requirements, and/or demonstrates capability for safe operation
- Protect the DOE’s, a contractor’s, the public’s, or individual’s legal rights and interests
- Support a financial or legal obligation or claim
- Required by delivery-of-data or rights-in-data contract clauses
- Is of informational, historical, architectural, or technological value to DOE.

Procedures that require, or otherwise cause, information to be documented, recorded, or captured to satisfy or demonstrate compliance with requirements shall include provisions for identifying the records generated or received, the functions responsible for submittal and storage, and the system employed for storage of electronic records. Procedures shall also include directions for processing in-process documents (designated to become records upon completion) to ensure that required records are accurate, complete, and protected throughout their lifecycle.

Accurate and adequate records are a necessary component of the Integrated Safety Management System (ISMS). Without the records necessary to protect the rights of the government, the employees, and the public, it is not possible to perform viable risk analysis or risk assessment reviews; or to demonstrate capability for safe operation. For this reason, the processes used by the MSA to manage records (MSC-PRO-10588) are identified as ISMS-implementing. Non-MSA contractors are also required to identify ISMS-implementing documents within their systems and processes.

The MSA will provide services to all functions at the earliest stages of records development to help customers better identify the records needed and to ensure that adequate controls are provided while these documents are in-process.

Active Storage:

Active records storage is reserved for those completed records, stored in non-electronic format, that require frequent access to support operational needs. Active/inactive status is not relevant to electronic records because of the ease of access. Active storage locations are most often staffed and managed by the organization or function responsible for record completion, or by centralized functions specifically-designated for compilation and storage of completed active records. MSA active storage locations are managed in accordance with MSC-PRO-10588.
Inactive storage:

Long-term records storage for inactive records is provided through the MSA-managed Records Holding Area (RHA), the Federal Records Center (FRC) in Seattle, and within the MSA-managed IDMS for electronic records. Use of these facilities and system is mandatory for use by all MSA contractors, non-MSA contractors mandated by contract to use these services, and all Hanford DOE functions. The process controls provided in MSC-PRO-10588 pertaining to transfer to, and retrieval from the RHA are mandatory for use and compliance by all users of this service. The process controls for import and use of electronic records stored in IDMS is provided in MSC-PRO-32281 and are also mandatory for all users of this service.

A new records storage facility (Building 3212) was constructed in 2010, and is located in the 300 Area, adjacent to Building 3220.

Records Staging Areas:

As the Site moves forward with D&D of facilities, the frequency of abandoned boxes and files is expected to increase. The documents in these collections have not been categorized as record or non-record material, may not be identifiable to a current “owning” organization, are not identified on any known records inventory, and have subsequently not been assigned an approved disposition. Records Staging Areas (RSA) will serve as interim storage locations for collections pending, review, and disposition and as active storage locations for completed records. They will be staffed by knowledgeable Content & Records Management staff that will ensure that record material will be identified and maintained in a protective manner. Records identified in the RSAs will be assigned appropriate retention schedules and retired to a long-term records storage facility.

Compilation services at the RSAs provide the customer with a physical location for compiling in-process documents (designated to become records upon completion). Full boxes of records designated for transfer to inactive storage upon completion are transferred to the long-term records storage facility.

Electronic Document Processing and Records Storage:

The use of IDMS to manage documents and records in electronic format is the preferred method selected by MSA to reduce the time and cost of document processing records management. The MSA will actively promote the use of IDMS and other automated processes throughout the Site to increase efficiencies and reduce costs. Through education and integrated customer support, use of the workflow management and records management functions provided by IDMS is expected to grow to a point where most controlled documents use this system for electronic document and revision review and approval, use, and records storage.

Electronic Document Processing:

The use of electronic document management systems to create and manage controlled documents is an integral part of the MSA plans for creating a greater electronic record footprint on the Hanford Site. The systems and processes used to create and manage controlled documents defined in MSC-RD-8310 are responsible for creating a large portion of the records required.
Most of these document management systems have been reliant on hardcopy records of the documents they control and the associated review and approval documentation.

The use of automated workflows for managing electronic documents through development, processing, review, and approval, where practical, will reduce processing time and costs. For IDMS workflow users, both generic and MSA-designed workflows are available for use. The process controls required for managing documents using the IDMS workflow process are provided through the workflow functionality and the administrative direction provided in MSC-PRO-32281. Other applications, such as Share Point, with workflow functionality may be permitted provided that appropriate controls are applied and acceptable electronic records are produced and submitted into IDMS for archival storage.

**Electronic Records:**

IDMS is the only approved electronic records storage system on Site. Capturing and storing records electronically within the IDMS reduces the need to manage completed hardcopy records in the field and reduces the time and cost of retrieving needed information. Capturing records in IDMS directly from the electronic systems used to create and/or process the record information eliminates scanning and processing costs. Compliance with MSC-PRO-32281 is mandatory for all system users.

**Digital Scanning Services:**

Full service digital scanning services are available through the MSA R&CM Imaging Operation's function. These services include document preparation, scanning, indexing, and scanned image quality verification. These services support both record and non-record processes and are an integral part of efforts to move towards a greater reliance on electronic documents and records.

**Major Collections:**

Major collections are those comprised of documents and records of a common type, theme, and/or purpose. These collections provide value for use and preservation because of their unique compilation and use. They often represent a "case file" of related material needed to represent an identified set of occurrences, activities, decisions, or requirements. Major collections are often comprised of both record and non-record copies of documents.

Major collections will be managed by the MSA in a manner that ensures that each collection is stored in a common location or system in a manner that ensures that the unique compilation is maintained. They will be stored and maintained as record material in accordance with MSC-PRO-10588 during active and inactive storage in a manner that meets all unique handling, processing, and/or storage requirements specifically invoked on the collection.

**Records Inventory & Scheduling:**

Identification of record and non-record material and the assignment of retention schedules and retirement instructions to identified records are key elements of all records management programs. The Records Inventory and Disposition Schedule (RIDS) process, defined in MSC-PRO-10588, is used to manage these activities when they are performed by and for MSA.
contractors. Non-MSA contractors have the option to use MSA RIDS Records Specialists to support the inventory and scheduling process within their companies. In these instances, the process defined within MSC-PRO-10588 for RIDS shall be used and compliance is mandatory for all parties involved. Non-MSA contractors electing to conduct records inventory and scheduling without MSA support are expected to define and manage their own process.

All MSA and non-MSA contractors conducting RIDS activities are contractually required to use the MSA-administered RIDS Database for collecting, maintaining, and using records information. To this end, the directions provided within MSC-PRO-10588 for input and use of the RIDS Database is mandatory for use and compliance by all users.

**Vital Records:**

Vital Records are those records determined to be essential for maintaining the continuity of government activities during and after an emergency. The two categories of vital records are emergency operating records and legal and financial rights records. The requirements for Federal Agencies to maintain vital records are derived from 36 CFR 1236. Requirements for the management of DOE vital records are invoked in DOE O 243.2 and DOE RL direction will be provided through the “Hanford Site Vital Records Plan,” to be issued as a “Supplemented Contractor Requirements Document (SCRD) O 243.2, Vital Records”.

The MSA is designated by the DOE Records Officer to provide services to DOE and contractor personnel in the management of vital records. In this capacity, MSA R&CM is responsible for the following:

- Acts as system administrator for the Vital Records Management Inventory (VRMI) database, includes development and maintenance of the system
- Maintains record copies of completed Vital Record Justification (VRJ) forms
- Maintains copies of all emergency operating records in IDMS
- Produces compact disks (CDs) containing all emergency operating records (or others as identified) and distributes to the Federal Building Emergency Operations Center (EOC) and alternate EOCs identified within the VRMI database or other locations as identified.

The process controls and directions for managing vital records are provided in MSC-PRO-10588 and are mandatory for compliance by all MSA contractors. Non-MSA contractors are required to use the VRMI database administered by R&CM to manage their vital records and, therefore, are also subject to MSC-PRO-10588 compliance with the direction and requirements provided for database use. Non-MSA contractors are required by the SCRD to develop contractor-specific program/project plans that ensure consistency with regulatory guidance and the specifics of DOE O 243.2.

**Litigation/ Holds/Moratoriums:**

Because non-record information may be destroyed when it is no longer needed, and records are normally required to be destroyed upon expiration of their prescribed retention period, it is necessary to place holds or moratoriums on destruction when information is subject to legal, regulatory, or operating holds. Holds may be necessary to ensure that information is preserved to support on-going or newly-identified litigation; is needed to support review, research, or other
investigative activities; or is re-purposed for use as defined in the DOE Hanford Site Records Disposition Contingency Plan, DOE/RL-2009-52. Non-record information that has been subjected to a legal, regulatory, or operating hold becomes record material by virtue of that use. When major collections of information are created or identified to support moratoriums on destruction, they shall be managed as major collections.

Records Restoration:

When records are exposed to detrimental elements, i.e., water, fire, mold, etc., immediate measures must be taken to evaluate damage and to minimize the potential for loss. All MSA and MSA-contractor personnel will notify the R&CM Manager immediately upon discovery of damaged or potentially damaged records. The R&CM function will initiate restoration activities as soon as possible to identify and treat damaged records as required byMSC-PRO-10588 and in accordance with the DOE Records Restoration Guidance for the Hanford Site: User Guide, dated 9-16-2006. Compliance and use of these documents to facilitate restoration is mandatory for all MSA contractor personnel, and for non-MSA contractors utilizing MSA restoration services.

The MSA will establish and maintain a contract with an independent qualified contractor for standby records restoration services for the Hanford Site. Activation of the off-site restoration contractor will be initiated by the MSA with authorization from the DOE Records Officer. The MSA will arrange for the necessary site access approvals for restoration personnel and on-site logistical support, as necessary. Minor records restoration of minimal damage to small quantities of records may be performed in accordance with the restoration user’s guide.

Records and Information Management (RIM) Systems Management:

The MSA manages the RIM electronic records and document management systems, provides stewardship, administration, and technical support for these systems, and will ensure that the system changes requests that need to be completed to enable RIM systems to continue to provide improved information access and retrieval capabilities and identified, prioritized, and completed in an efficient manner.
Attachment B: Long-Term Stewardship

The LTS program will help to ensure that the requisite information generated during the cleanup mission, necessary to support long-term stewardship, is preserved and available for the future in a timely, cost-effective, and understandable manner. At the Hanford Site, there has been and continues to be a massive amount of data generated in support of the cleanup effort. The data is transformed into information generated by individuals in support of the DOE mission in paper or electronic format. LTS records will be further identified during the records disposition contingency process.

As the U.S. Department of Energy (DOE) reduces the footprint of the Hanford site and moves beyond active environmental cleanup to long-term stewardship, changes in information needs must be addressed. This is an overall strategy of how DOE addresses the need to inform DOE policy makers, advisory boards, and stakeholders about the significance of this issue.

Failure to provide for these changes can delay and/or increase the costs of site closure and transfer, while compromising the ability to protect human health and the environment. To protect human health and the environment during long-term stewardship, many different types of individuals will need to know about the hazards that remain on the Hanford site. Information needs will evolve over the long time frame during which stewardship will be required. It is not possible to predict accurately what specific information will be needed 1,000 or even 100 years from now. While we cannot presume to understand the needs of the distant future, we can and should anticipate the types of information that will be needed to protect human health and the environment over the next 20 or 30 years with some degree of accuracy. We also have the obligation to anticipate, as best we can, the information needed for protection in the distant future on the basis of what we know today. If we fail to address information needs over the next
20 or 30 years, we will not have a sufficient basis for protecting human health and the environment over the longer term.

The ability of current and future generations to access and understand the Hanford Site’s Long-Term Stewardship (LTS) information is critical. The LTS program will help to ensure that the requisite information generated during the cleanup mission, necessary to support long-term stewardship, is preserved and available for the future in a timely, cost-effective, and understandable manner.

At the Hanford Site, there has been and continues to be a massive amount of data generated in support of the cleanup effort. The data is transformed into information generated by individuals in support of the DOE mission in paper or electronic format. Much of the data is electronic. A plan on how to manage the data and the information it produces will be described in the Information Management (IM) plan currently being written by the DOE Richland Operations.

Long Term Stewardship (LTS) is a component of the IM plan since ready access to specific and accurate information about the site will need to be retrievable by the DOE and others who will be responsible for LTS at Hanford. Data requirements for LTS need to be identified and the associated systems that store the information flagged.

An inventory of this information will be conducted, which requires individuals and projects to identify their information, through the Records Inventory and Disposition Schedule (RIDS) process, describe the type of record being preserved, identify the owner and assign retention and disposition schedule. Hard copy active records are maintained and stored at locations throughout the Site to accommodate operational needs. When a hard copy record is no longer required for active use, it is considered to be inactive and is retired to the Records Holding Area (RHA). Electronic records are stored in the Integrated Document Management System (IDMS), which serves as a repository for electronic data received from either an information system or paper that is scanned into IDMS as the record copy. Paper records that are deemed to be part of the LTS program should be digitized in the future, to aid with retrieval. It is important to ensure information required to support long-term stewardship is preserved and accessible. Regardless of the format that we use to preserve the LTS records, these records will be indexed to ensure faster and cheaper retrieval. Retrieval of LTS information will be accomplished by utilizing an enterprise search mechanism, that will search across all databases and systems on site.
## Appendix C: Transition Projects Schedule

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<td>Wentz Information Management</td>
<td>Thu 10/1/09</td>
<td>Fri 9/29/13</td>
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<tr>
<td>219</td>
<td>Evaluate future RMAP capabilities to expand usability for all users - Create RMAP Enhancement Plan</td>
<td>Mon 11/1/09</td>
<td>Wed 9/29/13</td>
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<tr>
<td>220</td>
<td>Enhance DMCS functions and capabilities including workflow and e-signature</td>
<td>Mon 11/1/09</td>
<td>Wed 9/29/13</td>
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<td>221</td>
<td>FY 2012 increase number of electronic records 5% over last year's actuals</td>
<td>Wed 11/1/14</td>
<td>Fri 9/29/15</td>
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<td>FY 2013 increase number of electronic records 5% over last year's actuals</td>
<td>Wed 9/30/15</td>
<td>Fri 9/28/16</td>
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<td>223</td>
<td>FY 2014 increase number of electronic records 5% over last year's actuals</td>
<td>Wed 9/29/16</td>
<td>Fri 9/29/17</td>
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<td>224</td>
<td>FY 2015 increase number of electronic records 5% over last year's actuals</td>
<td>Wed 9/29/17</td>
<td>Fri 9/28/18</td>
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<td>225</td>
<td>FY 2016 increase number of electronic records 5% over last year's actuals</td>
<td>Mon 10/1/18</td>
<td>Tue 9/19/19</td>
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<td>226</td>
<td>FY 2017 increase number of electronic records 5% over last year's actuals</td>
<td>Wed 9/29/19</td>
<td>Fri 9/29/20</td>
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<td>227</td>
<td>FY 2018 increase number of electronic records 5% over last year's actuals</td>
<td>Wed 9/30/20</td>
<td>Fri 9/28/21</td>
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<td>228</td>
<td>FY 2019 increase number of electronic records 5% over last year's actuals</td>
<td>Wed 9/29/21</td>
<td>Fri 9/28/22</td>
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<td>229</td>
<td>FY 2020 increase number of electronic records 5% over last year's actuals</td>
<td>Thu 9/28/22</td>
<td>Fri 9/28/23</td>
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<td>230</td>
<td>Participate in the Enterprise Vault Implementation Project for Final Archive</td>
<td>Mon 9/3/12</td>
<td>Mon 9/2/13</td>
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<td>231</td>
<td>Identify the processes for standardizing, capturing, and disposing of email as electronic records</td>
<td>Mon 9/3/12</td>
<td>Mon 9/30/13</td>
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<td>232</td>
<td>Reduce the need for scanning by automating processes that send electronic records into IEMS</td>
<td>Mon 9/3/12</td>
<td>Mon 9/27/21</td>
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<td>233</td>
<td>Initiate a project that all scanned images result in Electronic Records, eliminating scanning for</td>
<td>Mon 9/16/17</td>
<td>Mon 9/2/17</td>
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<td>234</td>
<td>Implement a project to receive technical documents and drawings released through configuration</td>
<td>Fri 10/2/15</td>
<td>Fri 10/2/15</td>
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<td>235</td>
<td>Develop and implement a workflow that guides processes for file management</td>
<td>Wed 9/14/14</td>
<td>Wed 9/30/15</td>
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<td>236</td>
<td>Establish and implement metadata indexing standards</td>
<td>Tue 10/13/14</td>
<td>Mon 9/2/17</td>
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<td>237</td>
<td>Evaluate SharePoint OpenText interface.</td>
<td>Mon 9/10/14</td>
<td>Mon 9/30/11</td>
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<td>238</td>
<td>Develop and implement an improvement plan to increase records search capabilities to include</td>
<td>Fri 10/13/14</td>
<td>Fri 9/2/15</td>
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<td>Isom</td>
<td>Implement project improvements identified in plan</td>
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<td>Thu 10/20</td>
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<td>258</td>
<td>Isom</td>
<td>Establish and promote MSA RSAs</td>
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<td>259</td>
<td>Isom</td>
<td>Utilize Record Specialists to actively work with customers in transferring inactive hard-copy records</td>
<td>Thu 10/12</td>
<td>Fri 10/15</td>
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<td>260</td>
<td>Isom</td>
<td>Construct a 2nd records storage facility</td>
<td>Thu 10/15</td>
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<td>262</td>
<td>Isom</td>
<td>Develop a &quot;Readiness for Transition of Information&quot; plan</td>
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<td>Mon 10/12</td>
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<td>264</td>
<td>Isom</td>
<td>Utilize all training options, develop Records</td>
<td>Thu 10/13</td>
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<td>266</td>
<td>Isom</td>
<td>Awareness Campaign and deploy to site personnel</td>
<td>Mon 10/15</td>
<td>Mon 10/16</td>
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**ISSIP Project Status**

*June 31, 2011*

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**Projects Funded**

- Funding Stamps
- Milestone Target
- Milestone Completed
- Planned Start Date
- End Date
- Progress
- Timeline

**Summary**

- Page 2