

# Basic Records Management

Records Management Services  
State of Michigan



## Overview

- Records Management Introduction
- Defining Records
- Retention and Disposal Schedules
- Preservation of Historical Records
- Additional Resources and Services



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## Learning Objectives

- To understand
  - What a record is
  - Which records need to be kept
  - What a Retention and Disposal Schedule is
  - How schedules help agencies manage their records



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## Origins

1913: Michigan Historical Commission  
1950: Little Hoover Commission  
1951: State Office Building Fire



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## Disaster!

- February 1951
- State Office Building burns for 3 days



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### Damage Done

- 15 firefighters injured
- Over 8000 cubic feet of records and books destroyed
- \$3 million damage
- Top floor destroyed



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### Out of the Ashes...

1952: Records Management Legislation  
1954: State Records Center Opens  
Current: Archives of Michigan, DNR  
Records Management Services, DTMB



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### Records Management Services (RMS)

- Retention and Disposal Schedule development, review and approval
- Recordkeeping system consulting
- Imaging and document management services
- Education and training
- Records storage services

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### Our Customers

- Executive Branch
- Legislative Branch
- Judicial Branch
- Local Governments



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### Records Analyst Services

- Retention and Disposal Schedules - develop, review and approve
- Provide records management training
- Provide document management services
- Provide recordkeeping system consulting
  - Filing and storage (paper and electronic)
  - Space management (paper and electronic)
  - Electronic document management
  - Digital imaging
  - Micrographic systems

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### Records Management Officers - State

- Each department has an RMO
- RMOs are appointed by the department director
- Coordinate records management activities of department
- Agency's contact person for questions and assistance
- [List of RMOs on the RMS website](#)

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### Records Management Principles

- If the information is recorded it is a record
- Public records are evidence of government activities
- Destruction must be authorized by an approved Retention and Disposal Schedule
- Records must remain accessible and usable for the entire retention period
- All records that document an activity should be stored together
- Every employee who creates, receives or maintains records is responsible for records retention



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### Laws

- Freedom of Information Act, Definitions
  - M.C.L. 15.231-15.232
- Management and Budget Act, Records Management
  - M.C.L. 18.1284-1292
- Historical Commission Act
  - M.C.L. 399.1-10
- Penal Code, Public Records
  - M.C.L. 750.491
- Records Reproduction Act
  - M.C.L. 24.401-24.406



• Note: The Michigan Compiled Laws are available online at <http://www.legislature.mi.gov/>



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## What is a Record?




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### Not All Records Are Equal...

<p>Records we <u>keep</u></p> <ul style="list-style-type: none"> <li>• Official Records</li> </ul> 	<p>Records we <u>don't keep</u></p> <ul style="list-style-type: none"> <li>• Transitory Records</li> <li>• Non-record Materials</li> <li>• Personal Records</li> </ul> 
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### Official Records

Recorded information that is “prepared, owned, used, in the possession of, or retained by an agency in the performance of an official function.”

Source: Michigan's Freedom of Information Act (FOIA)



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### Official Records

- Document how you fulfill your job duties
- Document the functions of your agency
- Document the tasks for which you are the designated recordkeeper



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## Official Records

- Retention is governed by Retention and Disposal Schedules
- Examples:
  - Correspondence with general public, customers/clients, other government employees
  - Completed applications
  - Data
  - Photographic evidence
  - Reports of findings or activities
  - Work calendars



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## Examples of Official Records

**TO:** Joe  
**FROM:** Jim  
**SUBJECT:** Contract  
Please change the fourth paragraph in contract #10775 to read, "payments must be received within 30 days," removing the phrase "60 days."

**TO:** Bob  
**FROM:** Carol, Personnel Director  
**SUBJECT:** Reallocation  
After further review, it is our decision that there is not sufficient justification to approve the reallocation for Susan's position based upon the fact that . . .

**TO:** Vendor  
**FROM:** Lisa  
**SUBJECT:** Contract  
Thank you for your question. The intent is to guarantee unit prices to all state agencies and to provide a mechanism to easily obtain imaging services.

**TO:** Mark  
**FROM:** John  
**SUBJECT:** Appointment  
This is your official notification of your appointment to the Taxation Committee. Your responsibilities include . . .



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## Creating Work Records with Personal Resources

- Government business conducted using personal resources creates public records
  - Personal e-mail account
  - Social media tools (such as Facebook or Twitter)
  - Personal cell phones
  - Home computer
- Subject to Retention and Disposal Schedules, as well as FOIA or litigation



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## Transitory Records

Records relating to agency activities that have temporary value and do not need to be retained once their intended purpose has been fulfilled.

Source: General Schedule 5.00



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## Transitory Records

- GS 5.00: can be disposed of when activity is completed
- Examples:
  - Requests or reminders to do a routine task
  - Simple inquiries about policies, office location and hours, etc.
  - Information that is published somewhere, like the internet or a procedure manual
  - Temporary documents that are replaced by other records that serve as evidence of the activity



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## Examples of Transitory Records

**TO:** Staff  
**FROM:** Janet  
**SUBJECT:** staff meetings  
The staff meetings will be held on Tuesday mornings from now on instead of Thursday afternoons.

**TO:** Marilyn  
**FROM:** Doug  
**SUBJECT:** supplies  
I noticed that there are no more blue ink pens in the supply cabinet. Can you please order more? Thank you.

**TO:** Doug  
**FROM:** Becky  
**SUBJECT:** Retention Schedule  
Would you please e-mail me a copy of the schedule for Administrative Services?

**TO:** Debbie  
**FROM:** Jim  
**SUBJECT:** training  
You have my approval to attend the seminar "Buy it over the Internet." Please complete your registration form within the next two weeks.



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### Non-records

Recorded information in the possession of an agency that is not needed to document the performance of an official function.

Source: General Schedule #1



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### Non-records

- GS #1: can be disposed of when they are no longer needed for reference purposes
- Examples:
  - Publications received from outside sources
  - Mass mailings, notices, flyers, advertisements, spam, junk mail
  - Drafts that are replaced by new or final versions
  - Duplicates
    - Agencies can decide which format to use for retaining their records, if records exist in multiple formats
    - If multiple offices possess the same record, they should communicate with each other about who is responsible for record retention



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### Examples of Non-records

<p><b>TO:</b> Jim <b>FROM:</b> Marilyn <b>CC:</b> Iza <b>SUBJECT:</b> Contract For your information, the contract has been mailed to Purchasing.</p>	<p><b>TO:</b> Debbie <b>FROM:</b> ARMA <b>SUBJECT:</b> Books The Association of Record Managers and Administrators has four new books for sale regarding e-discovery. They are . . .</p>
<p><b>TO:</b> DMB <b>FROM:</b> Susan <b>SUBJECT:</b> Give Blood! The American Red Cross Blood Drive will be held in Constitution Hall on November 20.</p>	<p><b>TO:</b> Dave <b>FROM:</b> Karen <b>SUBJECT:</b> brochure The attached Word document is a draft for your review please let me know if you have any comments. Thanks.</p>



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### Personal Records

Records that document non-government business or activities.



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### Personal Records

- Document your personal life
- Employee benefits
- Personal financial accounts
- Social events with co-workers and friends, etc.
- Personal purchases and shopping
- Store personal records so they are physically separated from government records
- Personal records should not be created and stored using government resources



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### Examples of Personal Records

<p><b>TO:</b> Sandy <b>FROM:</b> Debbie <b>SUBJECT:</b> Good luck! Congratulations on your new job! It has been great working with you these past three years. Keep in touch!</p>	<p><b>TO:</b> Jane Smith <b>FROM:</b> John Smith <b>SUBJECT:</b> late Honey, My meeting is running later than expected! Please save dinner for me. Thanks.</p>
<p><b>TO:</b> All Division Employees <b>FROM:</b> Bob Jones, Director <b>SUBJECT:</b> holiday This year's annual holiday buffet will be held on December 22 at noon in the conference room. Please remember to sign-up to bring a dish to pass.</p>	<p><b>TO:</b> Fairlane Building Employees <b>FROM:</b> Phyllis <b>SUBJECT:</b> car FYI: I noticed that a blue Oldsmobile in the parking lot with the license plate XYZ 123 has its lights on.</p>



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## Retention and Disposal Schedules

Foundation of Records Management



## Retention and Disposal Schedules

- List official records created and maintained by an agency
- Define the retention periods for records
- Provide the only legal authorization for destruction
- Should reflect current organization structure and business processes



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## Format Does Not Matter

- Schedules apply to all records in all formats
  - Paper, e-mail, data, photos, maps, digital images, word processed documents, etc.
- Schedules apply regardless of where the records are stored
  - File cabinets, cubicles, shared drives, e-mail accounts, Records Center boxes, databases, imaging systems, cloud, closets, etc.




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## Schedule Approval Process

- Approved schedules are legal documents
- Schedules are approved by:
  - Agency representative
  - Records Management Services
  - Archives of Michigan
  - Attorney General (state government only)
  - Auditor General (state government only)
  - State Administrative Board




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## Determining Retention Periods

- Keep records as long as they have:
  - Operational/Administrative Value
  - Fiscal Value
  - Legal Value
  - Historical/Archival Value
- Destroy records when their value ceases to exist



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## Reading Schedules State

Dept. Code	Dept. Name	Agency Retention:	Total Retention:	State
077RAIS	Records Management Services	Agency Retention: Length of time that records are stored by the agency.	Total Retention: The total length of time that the Agency holds this schedule can only be met by the Agency.	Administrative Board Approval Date
38553	Records Center	CR	CR-2	03/30/2013
38554	Retention and Disposal Schedules (supersedes item #24473B, 79137)	PERM	PERM	03/30/2013
38555				

**Item Number:** The unique number that is assigned to each record series.

**Record Series Title and Description:** Description of why the records are created and how they are used, as well as the types of documents or data typically included.

**Superseding Statement:** This record series is superseding a previously approved record series.

**Retention Codes:** Retention Codes are used to determine how long records will be retained. The a phubet c part of the code is the retention period.

**Approval Date:** Date the record on per do for record ser es became legally effe's. The bottom of the page.

**Notes:** This record establishes the legal retention period for all public records. A retention schedule will identify the department, office, record series number, a description of the record, retention periods (both active and inactive), and disposition method. The Retention and Disposal Schedule also includes a cover sheet containing approvals (signature) of the agency representative, Assistant Attorney General, Auditor General, Michigan Historical Center, Records Management Services and the State Administrative Board.

**Archives transfer notices:** Archives transfer notices are sent to agencies on the service that is available to agencies that need off site storage.

**Legend:**  
 ACT = Active      CR = Creation      EXP = Expiration      FY = Fiscal Year  
 SUP = Superseded      PERM = Permanent      EVT = Event      DISP = Immediate Disposal



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### Retention and Disposal Schedule Guide is Online

<https://dmbinternet.state.mi.us/DMB/RMGuide/story.html>

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### Types of Retention and Disposal Schedules

- General Schedules
- Agency-Specific Schedules

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### General Schedules

- Cover records that are common to a particular function or type of agency
- Records not listed on a general schedule must be listed on an agency-specific schedule
- Do not mandate that records be created
- Retention periods are minimums
- Applies regardless of the format of the record (paper, microfilm, electronic, etc.)
- Published on RMS website
  - [www.michigan.gov/recordsmanagement](http://www.michigan.gov/recordsmanagement)

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### General Schedules - State

- [GS #1: Non-records](#)
- [GS #5: Administrative Records](#)
- [GS #6: Accounting and Purchasing Records](#)
- [GS #7: Human Resource Records](#)
- [GS #8: Metadata](#)

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### General Schedules - Local

- GS #1: [Nonrecord Material Defined](#)
- GS #2: [Public Schools](#)
- GS #3: [County Registers of Deeds](#)
- GS #6: [County Clerks](#)
- GS #7: [Local Health Departments](#)
- GS #8: [Cities and Villages](#)
- GS #9: [County Roads Commissions](#)
- GS #10: [Townships](#)
- GS #11: [Local Law Enforcement](#)
- GS #16: [Trial Courts](#)
- GS #17: [Public Libraries](#)
- GS #18: [Fire/Ambulance Departments](#)
- GS #19: [Prosecuting Attorneys](#)
- GS #20: [Community Mental Health Services](#)

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### General Schedules - Local

- GS #21: [County Veterans Affairs](#)
- GS #22: [Veterans Trust Fund](#)
- GS #23: [Elections Records](#)
- GS #24: [City and Village Clerks](#)
- GS #25: [Township Clerks](#)
- GS #26: [Local Government Human Resources](#)
- GS #27: [County Treasurers](#)
- GS #28: [City and Village Treasurers](#)
- GS #29: [Township Treasurers](#)
- GS #30: [Local Government Information Technology](#)
- GS #31: [Local Government Financial Records](#)
- GS #32: [Local Government Parks and Recreation Departments](#)
- GS #34: [Local 9-1-1 Call Centers](#)
- GS #36: [Drain and Water Resources Commissioners](#)

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## Agency-Specific Schedules

- Cover records that are unique to the agency
- Cover records not listed on general schedules
- Specific schedules always override general schedules when records are listed on both
- Retention periods are absolute minimums and maximums
- May identify the format of a record
- Executive branch schedules available online:  
<https://stateofmichigan.sharepoint.com/teams/insidemir/recordsmanagement/Pages/schedules.aspx>



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## Agency-Specific Schedules

- State Government
  - Schedules are developed by RMS and routed for approval
  - There are more than 700 specific schedules that cover more than 11,000 record series
  - Contact [RMO](#) or RMS to create or revise a schedule
- Local Government
  - Must develop their own and submit to RMS for approval
  - Instructions and form available online at [http://www.michigan.gov/dtmb/0,5552,7-150-9141\\_21738\\_31548-96228--,00.html](http://www.michigan.gov/dtmb/0,5552,7-150-9141_21738_31548-96228--,00.html)



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## Applying Retention

- All records need to be reviewed regularly
- Identify which records to keep and which to destroy
- Office directors should designate a *records coordinator* to ensure compliance with schedules
- RMS does not audit agencies to confirm compliance with Retention and Disposal Schedules – it is the agency's responsibility
- Applying retention saves space (physical and electronic), saves money, improves retrieval of information



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## Destroy Records Appropriately

- Trash: used for materials that are not records
  - Material is sent to an open landfill
- Recycling: used for records that do not contain confidential or sensitive information
  - Material is not destroyed until it is re-purposed at the paper mill
- Confidential Destruction: used to prevent inappropriate release or re-construction of material
  - Material is ground to 5/16 inch particle size and **recycled**



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## Tip: Know Your Records

- There are a lot of Retention and Disposal Schedules
  - You don't have to memorize all of them!
- Most employees work with only a few records series on a regular basis
- Learn the retention periods for the records you are responsible for regularly



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## Why Follow a Retention Schedule?

- Risks associated with keeping records too long
  - Wastes space
  - Harder to find records you need
  - Records must be reviewed for FOIA and litigation
- Risks associated with destroying records too soon
  - Violation of Michigan law
  - Exposes agency to liability if the records are requested via FOIA or litigation
- Avoid random record purging by establishing a routine within the normal course of business for destroying records



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### Freedom of Information Act (FOIA)

- FOIA allows the public to request copies of government records
- Immediately cease all destruction of relevant records when a request is received
- Contact FOIA coordinator and information technology staff immediately
- FOIA coordinator will determine what is released
- If records are destroyed on a regular basis (in accordance with approved Retention and Disposal Schedules), they may no longer exist when a FOIA request is received



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### Litigation

- Parties to a lawsuit can request records they consider to be relevant evidence to the case
- Immediately cease all destruction of relevant records when litigation is anticipated
- Contact litigation coordinator and information technology staff immediately
- Department of Attorney General or Legal Counsel will determine what is released
- If records are destroyed on a regular basis (in accordance with approved Retention and Disposal Schedules), they may no longer exist when a litigation hold notice is received



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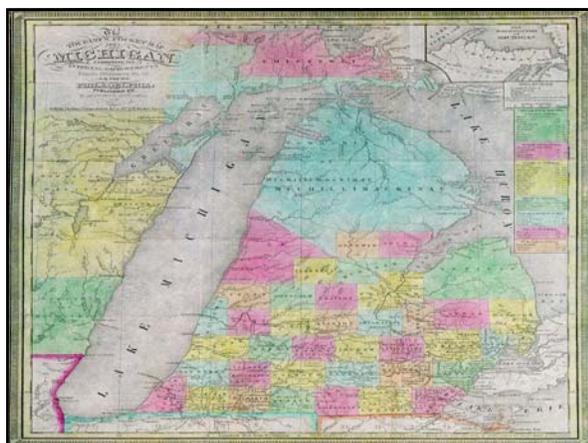
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## Preservation of Historical Records

Archives of Michigan  
Department of Natural Resources



MICHIGAN DEPARTMENT OF TECHNOLOGY, MANAGEMENT AND BUDGET



### Mission

- The Archives of Michigan identifies and permanently preserves public and private records that document significant government activities and historic eras/events.
- Historically significant public records:
  - Document how government operates
  - Protect the rights of citizens
  - Document society or important events



Michigan's first constitution, 1835



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## Archival Records are Unique

- Original (sometimes signed) recorded information
- Evidence of activities, decision-making, progress and change
- All formats: paper, electronic, audio, photographs, video, maps, microfilm, etc.
- Less than 5% of public records have historical value
- All agencies have potential to produce historically-significant records



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## Historical Records in Your Office

- Schedules indicate which records should be transferred to the Archives of Michigan for permanent preservation
- Historical records should be transferred to the Archives when they are no longer needed to support agency activities
- Archives becomes the legal owner of the records in its custody



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## Examples of Archival Records

- Meeting materials of public bodies (minutes, agendas)
- Election results and precinct maps
- Transportation maps and engineering drawings
- Legislation development and analysis
- Court case files
- Naturalization records
- Vital records (birth, death, marriage, divorce)
- Photos and videos of important people, events, places, etc.



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## Transferring Records to the Archives

### State Government

- Records Center Transfer
  - Annual transfer of designated state records to the Archives
  - Agency receives a notice from the Records Center before the records are transferred
- Direct Transfer
  - Enter the boxes into Versatile
  - Do not itemize files--use the description field to identify the contents of each box
  - DTMB will pick up the boxes



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## Transferring Records to the Archives

### Local Government

- Complete the Direct Records Transmittal ([MH-85](#)) form (available online) and send it to the Archives
- Archives will contact the office to arrange the transfer



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## Benefits of the Archives

- State-of-the-art storage conditions for preserving Michigan's most valuable records
- Acid-free containers
- Environmentally-controlled storage area
- Fire and theft prevention
- Records are preserved permanently
- Records are made available to public



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### Using Records at the Archives

- Public hours:
  - Monday - Friday (1:00 - 5:00 p.m.)
  - Saturday (10:00 a.m. - 4:00 p.m.)
  - Closed state holidays
- Records are open to the public
  - Unless they are confidential
- Records are used in a monitored reading room, and cannot leave the Archives' facility
  - Researchers must show picture ID
  - Records can be reproduced
- Questions answered by phone, e-mail, letter and on-site
  - Compliance with FOIA timelines
  - Some items available online via [www.seekingmichigan.org](http://www.seekingmichigan.org)




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### Archives of Michigan

702 West Kalamazoo Street  
 Lansing, Michigan 48913  
 (517) 373-3559 (select option #3 from the voice menu)  
[archives@michigan.gov](mailto:archives@michigan.gov)  
<http://www.michigan.gov/archivesofmi/>




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### Additional Education Resources and Services




### Records Management Training

- Live Classes
- See online [training calendar](#) for upcoming dates and registration information
  - [Basic Records Management](#)
  - [How to Manage Records](#)
  - [Imaging and Document Management](#)
- Online Classes and Guidance
  - State: [Intranet site](#)
  - Local: [Internet site](#)



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### State Records Center - State

- Provides for the temporary storage of inactive records
- Building has fire and theft protection
- Records remain the property of creating agency
- Records can only be accessed by authorized employees




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### Versatile - State

- User accounts are requested by RMOs (do not share user accounts)
- Used to:
  - Submit records to Records Center and Archives of Michigan
  - Retrieve records from Records Center
  - Identify records that are eligible for disposal




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## Electronic Document Management

- Services for state agencies
- 2 enterprise-available solutions
  - HP Records Manager
  - FileNet
- RMS provides a needs assessment upon request



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Department of Technology, Management & Budget  
**SERVICE CATALOG** <http://inside.michigan.gov/dtmb/sc/>

**By Category**

<ul style="list-style-type: none"> <li> <b>Employee Services</b> Retirement Services, Parking, ID Cards and Badges, Health and Safety</li> <li> <b>Facilities and Properties</b> Land Surveys, Real Estate Sales, Construction, Repair, Maintenance, Leasing, Workspace, and Events</li> <li> <b>Internet, Intranet, and Conferencing</b> Web, Audio and Video Conferencing, Intranet, Website Design and Creation</li> <li> <b>Public Safety Communication</b> Toner Services, IT Vehicle Equipment and Support</li> <li> <b>Purchasing and Accounting</b> Accounting Service Center, Budgeting, Billing, Procurement Card, Purchasing</li> <li> <b>Records and Document Management</b> Imaging, Document Management, Record Destruction, Printing, and Storage</li> <li> <b>Security - Physical and IT</b> ID Badges and Keys, Building Access, Security Guards, Security Cameras, Web Content Filter, and Business Continuity</li> </ul>	<ul style="list-style-type: none"> <li> <b>Software and Applications</b> Email, Geo-Delivery, Usability, Testing, App Development, Installation</li> <li> <b>Surplus and Mail</b> State Surplus, Warehouse Storage, Delivery Services, Mail Services</li> <li> <b>System Access, Data, and Reporting</b> File Transfers, Network Storage, Data Warehouse, DataCenter, Analytics, Search and Labor Market Information</li> <li> <b>Technology Equipment</b> Desktops, Laptops, Printers, Desk Phones (coming soon), Faxes, and Smart Devices</li> <li> <b>Training</b> Software, Procurement, Security, <del>Records Management</del>, Asset Management</li> <li> <b>Vehicles and Parking</b> Motor Pool Vehicles, Fuel Cards, Vehicle Maintenance and Accident Repairs</li> <li> <b>Internal IT to IT Services</b> Team Foundation Server, Technical Services (coming soon)</li> </ul>
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## We can help!

Records Management Services  
3400 N. Grand River Ave.  
Lansing, Michigan 48909  
(517) 335-9132  
<http://www.michigan.gov/recordsmanagement/>  
<https://stateofmichigan.sharepoint.com/teams/insidemi/recordsmanagement/>




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