

HJR 2 ERM Work Group Meeting Summary for 11/20/13
prepared for the Education and Local Government Interim Committee by Pad McCracken, Research Analyst
December 2013

Attendees:

Jim Kammerer	Montana State Library
Patti Borsberry	Office of the Secretary of State
Jodie Foley	Montana Historical Society
Tammy LaVigne	Department of Administration
Amy Sassano	Office of Budget and Program Planning
Pad McCracken	Legislative Services
Laura Sankey	Legislative Services
Cheryl Grey	Department of Administration
Shantil Siaperas	MACo
Bob Vogel	MTSBA
Kris Stockton	Board of Public Education
Margaret Kauska	Department of Revenue
Cheri Bergeron	Office of Public Instruction
Bev Marlow	Office of Public Instruction
Ann Gilkey	Office of Public Instruction
Cynthia Dingman	Department of Environmental Quality
Deb Butler	Legislative Audit Division
Harold Bruce	DPHHS
Sonia Gavin	Legislative Services Division
Lucy Richards	DNRC
Jeff Sillick	MDT
John Tarr	Montana Lottery
Bonnie Ramey	Jefferson County/MACR
Geoff Feiss	Montana Telecom Association

The meeting was held in Room 137 of the Montana State Capitol and began at 1:30 PM. The meeting was audio and video recorded and streamed. The audio recording is available [here](#) and the video recording [here](#).

The meeting began by participants introducing themselves; participants who did not attend the first work group meeting were invited to share the biggest issue or top priority for their organization related to ERM.

The first agenda item was a panel presentation by Jeff Sillick of MDT, Cynthia Dingman of DEQ, and Margaret Kauska of DOR. Each shared a bit about how they took stock of the current situation in their respective agencies and formulated a plan to make improvements to ERM and records management generally. Two of the agencies conducted assessments performed by third party consultants who compared the status quo at the agency with recognized benchmarks and made recommendations on how to most effectively bridge the gaps. A common point of emphasis was on the need to have solid records management fundamentals in place before attempting to implement a technological solution. A quote of note was: "Automating a broken system doesn't fix it: it just means you can spread the dysfunction faster."

The panelists voiced concern about acknowledging the scope of the problem, which they see as immense. The question was also raised about the role of the state legal community in efforts to improve ERM; they feel the legal community should be more involved as some of the greatest risks of the current state of affairs are related to litigation and discovery.

A robust discussion ensued among work group participants. Comments included a desire to be able to place a higher priority on records management and an acknowledgement that when resources, especially human resources are stretched thin, priority is not likely to be placed on records management. A desire for greater and more widespread “buy-in” was voiced, as was the need for a common vision.

The panelists finished with a recommendation that the state procure professional services to ultimately develop a strategic plan for the state after performing a gap analysis of the current state of affairs against the desired future state. More discussion ensued, centering on opportunities and concerns related to an enterprise system. General consensus was that this recommendation be among the options the work group considers at subsequent meetings.

Pad McCracken, ELG staff, presented responses from the ERM survey of state and local governments, and work group participants offered suggestions in advance of presentation to ELG.

The work group discussed the approach for gathering information from states identified with exemplary records management. Jodie Foley, State Archivist at MHS, and Patti Borsberry, State Records Manager in the Office of the Secretary of State, shared how exemplary states were identified and provided updates on information gathered thus far. Work group participants offered suggestions for additional questions to ask of exemplary states.

Agenda items for the work group’s December 18, 2013 meeting were discussed and the meeting adjourned at 4:00 PM.