



# Public Records Retention and Disposition

Administrative Services Division  
Currently Implementing

By thinking Lean we will  
eliminate **37 steps from the process**

## Problem

State and local records retention schedules provide minimum retention requirements. There are diverse approaches within the Department to records that have passed their retention schedules, and some programs have chosen to retain records and data beyond their schedule minimums. There's an inconsistent retention of records and burdensome amount of record storage.

## Causes

- The process for creating and revising retention schedules is unclear and not well understood by employees. The process includes 9 rework loops and 30 handoffs.
- There's no established standard for maximum retention beyond the schedule.
- Roles and responsibilities of records coordinators is unclear.

## Improvements

- Re-establish the roles and responsibilities of Records Coordinators.
- Create an "inventory tool box" for use by Records Coordinators.
- Revise the form used in the process to help guide analyzing and reporting risk, use of records, and record content.
- Consult with Secretary of State to streamline approval process.
- Provide outreach to Records Coordinators prior to piloting new process.

## Anticipated Results

