

A low-angle photograph of a tall, multi-story building with a grid of windows. A semi-transparent blue horizontal band is overlaid across the middle of the image. The text 'Records Management Services (RMS)' is written in white on this band. Below the band, a glass entrance canopy with a curved metal frame is visible, with the words 'UNIVERSITY OF CALIFORNIA' embossed on its top edge. The building's facade is light-colored stone or concrete.

# Records Management Services (RMS)

Information Technology Services  
University of California Office of the President  
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# RMS Staff



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# What We Do

- Collect administrative records for operational and historical purposes.
- Maintain UCOP Central Records Collection.
- Conduct searches in Document Central database.
- Publish the Correspondence Report.
- Advise and assist offices with records.

# Dual Mission of RMS

- Operational—helping to manage and track correspondence and other documents
- Historical—maintaining records to show development of policy, history of UC administration

# How RMS Gets Documents Incoming

- President's Executive Office (PEO) selects documents for RMS to process.
- Executives
  - Mailroom staff brings RMS incoming mail.
  - Executives' offices send RMS copies—  
electronic and paper.

# How RMS Gets Documents Outgoing

- PEO provides outgoing correspondence to RMS.
- Executives' offices send RMS copies— electronic and paper.

# What We Collect



- Correspondence to and from UC officials
  - UC employees, including administrators and faculty
  - Government
  - Higher education (other institutions & organizations)
  - Students, applicants, and parents
  - Alumni
  - UC retirees
  - Members of the public
- Reports, meeting minutes, agendas, and other communications from universitywide groups such as
  - Advisory commissions
  - Task forces
  - Work groups

# Value to UCOP

- Central Records Collection for the University
- Document Central database
  - Provides a single location for important records
  - Is secure and permanent
  - Eliminates need of offices to keep copies



# Document Central Landing Page

UCOP - angela.horn - Windows Internet Explorer provided by MSN & Bing

Tools ▾ Refresh Help ▾ Logout

Search Results

**Text**

**Search Clue:**

**Search**

Members ▾

[Reset](#)

**Search Mode:** Concept ▾

**Options** **Fields**

- Repositories
  - Atkinson Library
  - Dynes Library
  - Gardner Library
  - Napolitano Library
  - Peltason Library
  - Pre1983 Library
  - Yudof Library
- Categories
- Taxonomies

**Common**

**Assets to Retrieve:**

**Sort by Rank:** Descending ▾

# Questions Arise re Day-to-Day Business

- Did members of the Legislature comment?  
Which ones and what did they say?
- Did all the campuses comment on that? When?  
What did they say?
- Did a certain letter go out? When?
- Does RMS have any records responsive to a  
specific Public Records Act request?

# Questions Arise re Historical Precedent



- What were the circumstances of the establishment of a college, school, campus, or institute?
- When did the title and duties of an executive change?
- What was donor's purpose? Do we have a copy of the original agreement? When was a certain estate distributed and to what campus?
- When did UCOP start or stop funding some campus activity?

# Scope of the Records Collection

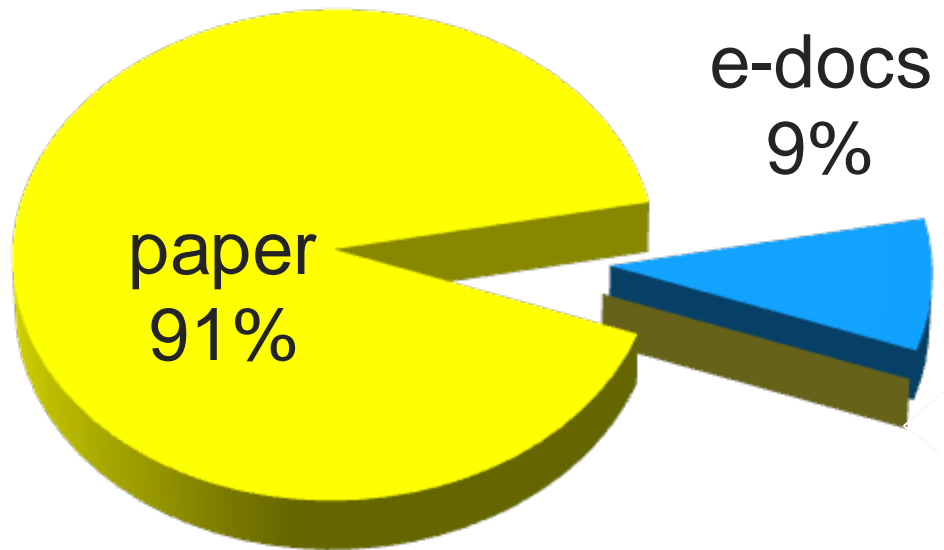


- Documents date back to 1958, when UCB Chancellorship became separate from the UC Presidency and Clark Kerr became UC President.
- Older material is at the Bancroft Library, UC Berkeley.
- We can provide printed copies of documents that were originally microfilmed (most documents 1984-1997).
- We can send PDFs of documents entered since 1997.

Take a breath



# Record Formats



- RMS receives more paper records than e-documents.
- Send more e-docs

# What prompts people to write

- Recent news triggers
  - Proposed tuition increases
  - State budget issues
  - Campus incidents
  - Letter writing campaigns on various issues
  - Seasonal letters

# Letters Continued...

- Charming correspondence to Presidents
  - UCR student composes thank you poem about the Chancellor giving cookies to students during finals
  - President Yudof and the Flat Stanley adventure





# Document Central Database

- Efficient retrieval and access of Documents
- Accurate images of the original
- Password protected
- Available to all UCOP staff
- Customized training available

# Document Central Search Page

UCOP - angela.hom - Windows Internet Explorer provided by MSN & Bing

Tools ▾ Refresh Help ▾ Logout

**Search** Results

**Text**

**Search Clue:**

**Search**

Members ▾

[Reset](#)

**Search Mode:** Concept ▾

**Options** Fields

**Include Fields in Query** Yes ▾

**Search Templates** A - Napolitano - Basic Search ▾

**Show Fields** Common Fields ▾

**Change Boolean Operator** AND ▾

Asset Title AND ▾

Document Date AND ▾ Select an option ▾

Author AND ▾

Addressee AND ▾

CC AND ▾

Notes AND ▾

Security AND ▾

**Add / Remove Value(s)**

Review Type AND ▾

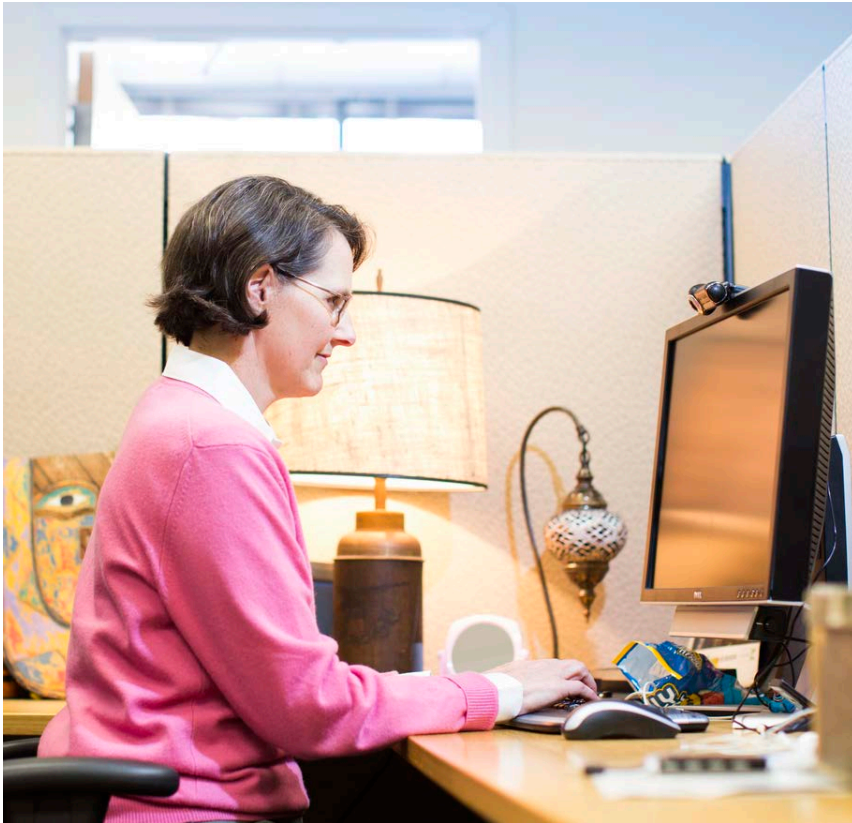
Presidents Personal AND ▾

**Common**

**Assets to Retrieve:** 100

**Sort by Rank:** Descending ▾

# Records Processing



- Assign security levels
- Scan
- Index metadata
- Write summary drawing on institutional knowledge

# President's Action Items

- RMS staff coordinates delivery of action items to executives getting the assignment or information copies
  - Deliver hard copy of assignments to Executive Assistants
  - Enter data so that assignment and information copy emails are automatically distributed

# Correspondence Report

- Report features incoming, outgoing and interoffice documents
  - Letters of general interest
  - Produced approximately twice a month
  - Available to all UCOP staff
  - Gives link for complete document

# Correspondence Report

Report item 3	
<b>title:</b>	<a href="#">Informs that UC supports SB 634, re interstate reciprocity for oversight of postsecondary educ.</a>
<b>document date:</b>	04/07/2015
<b>author:</b>	Leal-Carrillo, N.
<b>addressee:</b>	Liu, C.
<b>cc:</b>	Napolitano; Dorr; Brostrom; et al.
<b>notes:</b>	Informs that UC supports SB 634, to authorize Calif to enter into the State Authorization Reciprocity Agreement (SARA) that establishes comparable national standards for interstate offering of distance-education courses.

# How RMS Can Help You

- **Contact us with your questions.**
- **Request a search from RMS.**
- **Get a Document Central account.**
- **Sign up for the Correspondence Report.**
- **Please send us your records ([records@ucop.edu](mailto:records@ucop.edu))!**





Questions?