

Mobile Archiving & Retention

Washington State Legislature



Changing Records Landscape

Transitory to Discoverable

How technology is used can have a large impact on whether it is seen as 'discoverable.'

- Text messages (SMS, MMS) – any messages to or from the customer's Legislative mobile line.
- Call metadata (numbers, direction, call duration) – any calls to or from the customer's mobile line, as well as the length of the call, and any additional data as available.

Retention Options

User vs. Organization Data Retention

- User-focused retention relies on the individual for retention and compliance
- Organization-focused retention allows the user to leverage the expertise of technical staff for retention, and their records staff for compliance.

Mobile Devices & Archiving

- From project start in March of 2018, to full production deployment in November of the same year
- Pilot included IT staff, Legislative staff, and members
- SLAs were established for the ordering process
- 90 mobile devices have been issued
- 25 OneTalk applications have been deployed

Customer Feedback

Customers identified several areas of improvement in the deployment process:

- Streamlined ordering process
- Better order tracking
- KPIs for the overall service
- New or improved soft-phone application