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>> ARIAN RAVANBAKHSH: Welcome to our last BRIDG meeting for 2021, my name is Arian Ravanbakhsh, I will be moderator for today's meeting, the office of agency services at the national archives and records administration hosts these bimonthly records and information discussion groups or BRIDG meetings to present information related to records management BRIDG is co produced by the office of the chief records officer for the United States and the Federal Records Center program and is live streamed to the audience over our YouTube channel.

Generally, BRIDG meetings consist of scheduled presentations with an open format at the end just questions of the presenters or of any related federal records management topic of interest.

Viewers are encouraged to post questions in the chat or by email to rm.communications@NARA.gov.

Our staff will be monitoring this email box during the meeting.

You are also welcome to make comments during the meeting in the YouTube chat, however, keep in mind all comments are subject to moderation. We ask you to keep comments relevant to the topic being discussed.

Copies of the presentation slides will be posted on the BRIDG page of the archives website and the website is also where you will find links to the transcript of today's meeting when it is available as well as links and information about previous and upcoming BRIDG meetings.

If you have general comments about BRIDG or suggestions for future topics you can use that same email address RM.communications@NARA.gov to pass those on to us and we welcome your feedback.

With that I would like to start by introducing Gordon Everett director of the Federal Records Center program to get us underway. Good afternoon, Gordon.

>> GORDON EVERETT: Good afternoon to everyone, last we met it was in October prior to thanksgiving so we do hope everyone had a peaceful and safe Thanksgiving and enjoyed their families.

My name is Gordon Everett director of the Federal Records Center program and this is our first afternoon session of BRIDG and we hope this effort is successful as we expand our attempt to reach those folks who are on the West Coast, and Western time zones we hope to get your feedback on these afternoon sessions of BRIDG and look forward to hearing from you.

Happy holidays to all, and hope everyone has a happy new year.

Today we will be talking about several different subjects on the agenda, we will have a reading from NARA record management office and leveraging enterprise technology to manage records, we will have GRS update for you, we will have 2021 annual reporting reminder and we will have some records management training updates.

What I will start out and give you a brief update on the Federal Records Program, the record centers are open although we are in limited operations as 15 of 17 of our record centers are in high COVID transition counties as noted by the CDC.

In those counties where we have high transmission rates these centers are limited to up to 25% of their staff in the facility.

We only have two areas, WNRC in San Bruno, that are in central areas where there is no limitation on staff within the building. In case you want to know what high transmission under CDC guidance is 100 new cases per 100,000 population in the last seven days, or 10% plus positivity rate during the last 70 days and in those areas though centers are open, however, I want to remind agencies that we have up to, he could be less, 25% of our staff in the centers.

I would encourage agencies to refer to FRC.gov where we update the status every day if there is a change, but normally status and substantial or high transmission areas are changed every week, and that change comes to us from the archivist of the United States.

At this point we ask for your patience and you can follow the status if you have questions, you can reach out to your account managers and they can answer a lot of questions and they can also go over the status with you of the different record centers if there's a specific center that you need to engage with.

With that, if there are already operational FRC questions, I do have our director of operations Chris Pinckney with me today and if someone has a few questions and FRC operations.

>> We do have one question that has come in. Do we know when archive2 is accepting regular permanent record transfers again?

>> GORDON EVERETT: I do not have that answer, but that is something that we can get and I guess we can post a response afterwards.

>> Sure, or we can bring it up if we can track down while the meeting is still going on we can hold it till the end.

And here's a question also coming in, we have seen in the news during the past month during the great resignation, our attrition and reservations affecting NARA's FRC operations?

>> GORDON EVERETT: I haven't seen a lot of attrition yet, obviously, we haven't had an opportunity to call all of our staff back in just yet. As we get to that we will see who is coming back into is not but I can't say we have seen the attrition yet because NARA and the Federal Records Center program have not had a recall of all of our staff back into the facilities at.

>> CHRIS: I was just going to say, to the extent I am aware, I would speculate that the number of retirements and resignations we have seen in '21 are probably roughly in line with the broader US government. we have a number of people calling it a career but we are doing the best we can to make sure in those cases we are able to capture the professional technical knowledge of the individual have developed over decades and we continue to work and back feels as we become aware of vacancies, so we are not seeing a huge spike yet we are doing our best to make sure we don't lose any technical expertise as part of this transition and working best we can.

>> ARIAN RAVANBAKHSH: is an estimate of the amount of space at the Federal Records Center specifically Suitland, learned for collateral secret and top-secret

>> CHRIS: I don't have the volume off the top of my head, what I can say is we do not at this point have a huge space shortage are in our vaults and the several things we could do to make additional space available. I would recommend if somebody's talk about a very large volume of records in the tens of thousands, they reach out to the WNRC staff sooner rather than later, and ensure that if we have moved everything, we have to move to make space available.

We do have space.

>> ARIAN RAVANBAKHSHIAN: One other question is coming, for permanent electronic records, how should we send this to NARA? Burned to a disc and mailed or is there an online repository they can be uploaded?

>> GORDON EVERETT: ERA is the permanent electronic record method to send messages to NARA. Does anybody else? Pretty sure ERA is the instrument we use.

>> That is correct Gordon.

And I will note, another question with respect to M-19-21, is the date for the FRC to stop accepting new records transfers getting moved? It is not what NARA will do on behalf of federal agencies, its many workloads are limited services for the past two months in addition to many agency staff also, this is the standard M-19-21 question.

>> There is some discussion between NARA and on be but there's been no decision and that we are encouraging folks to still plan to get records into us by that date if something changes, an announcement will come, and this gives folks time, if there is an exception or some sort of exception they need to go through the process and take a look at their systems and processes to determine if that is viable for them. At this point there is not a new date as we speak today.

>> There's the pending digitization guidance for permanent records, I don't know if we can address that now or hold that to the end

>> GORDON EVERETT: If someone wants to take that –

> LISA HARALAMPUS: We can share that at the end and we can talk again, my Lane name is Lisa Haralampus director of records management I told Gordon I would be help to answer questions about M-19-21 digitization regulations and any other substantive questions and I appreciate we got someone out of the gate and the answer and digitization regulations, the regular with the digitization standards for permanent analog records, I'm afraid is the answer we gave you two months ago at the last BRIDG they are still within NARA and being reviewed before they will be sent to OMB office of information regulatory affairs for review and approval and posting, we don't have other specific

information to share other than we know that 2022 is coming and we are working diligently. I'm sorry I don't have a more current update just the same as before.

And for him and 19-21 I will echo what Gordon said NARA is a discussion with OMB and at this time we do expect to see some movement hopefully soon we will be able to share and announce but the same thing that Gordon said I would echo the work that has to be done to make the deadlines real, to help transfer paper records either to the Federal Records Center so they can stay there and live out their lives until it is their time to be transferred to NARA or the work of making direct offers to NARA with those permanent paper records without having to digitize, the planning can still going to that work how much do we have, how long would we need exception for if we can't make a 22 date what is the date we could be able to me? Maybe it will work out and the extension willfully perfect, but maybe an exception will still be needed. We are encouraging agencies to continue their planning even if they may not be able to get into the building to do their digitization work or do the transfer work, and NARA is very super that it to the need to be safe for everybody

>> ARIAN RAVANBAKHSH: Are there other questions?

>> A couple other questions on the digitization but I will hold those until the final session of the meeting.

>> GORDON EVERETT: Thanks very much

>> We will now have a briefing from NARA's Records Management Office and Leveraging Enterprise Technology to manage records, delivering briefing is Director of Corporate Records Management at NARA Debbie Armentrout

>> DEBBIE ARMENTROUT: good afternoon or good morning, I'm excited to be present in today's as NARA is often asked about its records program and what we are doing to meet mandates, I am going to talk about improvements and strategies that we have for our own internal records management program. Some of your agencies may be far advanced in these areas whereas other agencies may not be. For those who don't know me I am NARA's agency records officer and director of corporate records management. I've been working and records and information management for many years. This is my second round at NARA. Previously I was an appraisal and worked on the NARA training program and in between my NARA careers I was the agency records officer at the Nuclear Regulatory Commission.

To set the stage today besides that, I will start by explaining who we are and who we are not. Organizationally, functionally, at the national archives.

I will then discuss a critical project that to be successful leveraging any type of technology to manage records, which is updating our records schedule. A little confession: we have to update our records schedules and I will also talk about our project to meet M1921, right now it is a 22 deadline and how we are moving towards eliminating paper records and transitioning to electronic. it will focus on leveraging our available tools and how we are a very small program, we fall under the office of the chief operating officer, our program costs and budget all are funded in that one small office with limited funds.

I will talk about how we are working towards making electronic records management work by leveraging tools that are already in-house.

I will mention it is not easy, but neither is requesting upwards of $1 million each year for enterprise records management applications. And hopefully will have some time left for some questions.

Who we are, and who we are not.

To understand where we are with our direction and strategy it is good to know where we sit organizationally. Our staff, and we go by CM, corporate records management staff or responsible for lamenting the agency's records mentoring policy. We follow, not to any greater or lesser degree in any other agency, the policies, regulations and guidance established by the office of the chief records officer.

As I mentioned we report to the chief operating officer who has four direct programs that are somewhat oversight in nature, our mission programs such as the records centers, the class agency services such as the research services and the presidential libraries to name a few.

Who we are not. To that you do with the most, we are not research services, overseeing holdings of the national archives, and as many of you know holdings are what your records become once they are transferred to NARA for permanent preservation. Some corporate records are deemed permanent valuable and are eventually transferred into the holdings. We don't do that in our regular course of business.

An example of our permanent records are policies capstone official emails and leadership records by our executives.

We are also not in the office of the chief records officer as I referred to sometimes as Lawrence Brewer's job. As you know they lead in our efforts to meet ongoing record management needs across the federal government. As you know they say policies and guidance and provide training for all agencies. What you may not know is that we incorporate records management work with them just like any other agency.

I mentioned that full confession, there are things that we must do to improve. Before we can be successful with any aspect of transitioning to electronic records, we have to update our records schedules to be ample double in an electronic environment. It is critical to the success of electronic records management. I am probably not telling anybody something they don't already know that it is just so imported to get this right.

Records management applications sometimes fail and a lot of times it is because the record schedules are not implemented.

In a paper records schedule tend to be detailed, they have too many retention triggers that require too much use of intervention to be understood by a computer so we are taking a look at all that, we have about 1500 records schedule items, we are working to reduce that to about 100. We are using functionally based descriptions and items. For example, we may have a schedule that is permission access re-files records, or mission governance appraisal records. Mission control storage records, support finance accounting, or support human resources benefits records. We are also limiting the amount of retention triggers and changing them to more generic retention instructions such as permanent cut off records at the end of the fiscal year in which they become closed, completed, obsolete.

I will talk more about how we define those bit later.

And then we look to standardize our retention times to three years or seven years or 10 or 15, etc. After we draft schedules and obtain internal approval, we have to have them approved by their NARA and approved by the archivist of the United States.

Once they are approved, we incorporate them into the program office file plans or inventory tracker and revise any of the rules in the systems that contain records that I will also speak on.

We also publish a records and information management guide that we refer to as our RimG, our internal record schedules, or that could be general record schedules and that is how we get the word out within that timeframe.

We also plan to write FAQs or disposition plans to accompany our functional and aggregate schedules.

It is helpful for staff to understand how to implement them, and what we have found is allows us looks ability and sustainability in creating these aggregate schedules, and did requires more instruction upfront for staff to understand how to element and it may require a bit of hand holding so one of the reasons and ways we are trying to eliminate some of that is to write FAQs or disposition plans and the FAQs will be very similar to how the general record scheduled team prints out and posts FAQs related to certain chapters.

One decision is going to be made between an office and asked about where records fall within one of these aggregate schedules, we are also asking them to document this in their office file plan.

This way they are not coming back to us every year, and the file plan is handed off we all know we have come to an agreement that certain records are handled by a certain schedule in a certain item.

It is also important that we are working with the IT staff and records schedules so that implementation is not too complicated and we have found that when we provide IT staff with a handful of records schedules to be applied for one system, it is difficult, it is costly, and confusing. And quite frankly sometimes that is when we lose their engagement, sometimes it is just not quite possible.

Finally, we are looking at a tool to help us manage our disposition authorities and all their associated histories. We wanted out when the schedule has been withdrawn, superseded and keep track of all that, and currently there are some potential and low code tools that we are looking at creating a prototype for the tool we would like.

Surprise – like many of the rest of you we have paper records. We want to move staff towards having competent people in managing records electronically that didn't happen faster than we expected due to the pandemic, however just in case they want to fall back into old habits we are sending reminders and records tips about what to do when they're back in the office.

At the same time, we are also in the middle of a project to collect information about paper and analog records so that we can plan for the next year.

Or maybe even the year after that, since we don't know what the deadline might be at this point. We are still targeting the end of 2022 to move paper and analog records out of our offices.

Our information management officers who are in all the program offices or completing a form and giving their best guesstimates as to what paper records they still have in the office and what they are going to need to transfer off-site, or into the holdings, by the end of 2022, we are not asking anybody to go into the office at this time but just give us an idea of what they might have.

We are also doing this so that we can follow the NARA 2020-01 outlines the exceptions to moving to electronic records. We want to start having a conversation with them now.

What are the justifications for keeping records in paper? And is it truly a strong justification or not, we have outlined the questionnaire to coincide the points in 2020-01. Just like any other agency, we are going to have to submit a business case to NARA's office of chief records officer if we do have any exceptions.

As I said this has given us a good opportunity to look at what they're doing and answer their questions, it has given us a look into how knowledgeable they are about records management and targeting what we need to cover and any kind of upcoming training.

And while we are collecting this information, we are providing the approval if appropriate to keep the records electronically.

In many cases they are unsure if they can, they redirect the schedule, they are not sure if that covers electronic, and this also leads us to leveraging current technologies and agreeing and documenting where they are keeping the official records.

As well as getting the record schedules updated.

This process we are going through is also a quasi-inventory, along with updating file plans, while we get through this information collection going back to the offices and in tandem discussing the responses about the paper records, we will be updating their file plans.

Here's the heart of the matter here, in the next few slides I will talk about how we are leveraging our current technologies to manage records.

What you see here on the site is our current environment, as tools, platforms, systems and contacts I underscore that change, we have to keep abreast of what is happening and make sure what is applied as applicable.

Although it would be good to eventually not piecemeal all this together, and have a tool that is easily embedded and integrated with all systems, that is just not our current reality. Our goal is to leverage tools we have now and in the future to where records management is not a burden to the staff or the budget. Some of you may be looking at the slide and also wondering, why don't we use NARA electronic records archive because surely that isn't house tool, but that is a tool that is for managing archives and not active records. To interject our records management requirements at this point would be very costly.

And like any other agency, we don't use ERA to any lesser or greater extent.

What we are doing now is managing electronic records including email, text, chat, and voicemail via the approach. As you know capstone is permanent for executives, generally seven years and we use GRS 6.1 and we have a narrow approved record schedule for items that are not covered in that GRS.

We use ZL Unified Archive state traditional record management application that was only initially used for email, to now include text messages.

We often get asked, what we are doing with our text messages, or are they captured on narrow mobile devices, and ingested into our email systems? And they are managed as an email object with the same retention labeling and ability to denote non-records.

We are now working on adjusting chat records which are currently stored in Google vault it appears will require a connector or API but not funds on a third-party path.

To remind folks we are a Google shop at the moment. As I said this is our current environment.

We can also capture voicemail by forwarding them automatically to our email system, depending on what facility we reside.

We have different phone systems across the country so as we look at a re-compete for an enterprise system, we have informed our IT operations unit that there will be record-keeping requirements, and this can potentially remove the whole note to file that some facilities still have to use.

For permanent records or situational click this, we've expanded our use of ZLUA and we now use it to manage our permanent electronic records. In leveraging this application more than electronic messages, it required building a connector between the Google shared drives and ZL Archives and also modifications for contract and a nominal fee for increased storage.

Leveraging the system that was available, it still was much less work and much less cost than bringing in a whole new system.

And we also have a customer relationship management system built on salesforce, and we use that for our executive tracking management system. Research registration and pools of our holding, and we have embedded records retention rules. And as we expand use of this for other programs, we will build in the rules to address those particular records series.

And also, we do manage our social media records, we have a record schedule that covers social media records, and using that functional approach its mission outreach engagement and mission outreach public affairs. We use a capstone flavor where records of major mission programs and capstone Official Social Media Accounts mention a tool called archive social and we preserve them as permanent records until we transfer them into the holdings of the national archives.

Now we are addressing temporary records and how are we going to manage temporary records? At the moment in our current environment, we are considering how to use Google shared drives for the management of temporary records.

You're getting them aligned with record schedules and file plans so they are organized and then we can either implement retention from their which is somewhat manual and not great, but doable, or we may move them to a designated repository such as the ZL Unified Archive there are contractual issues we have to work through and some budget issues and the technology is there. Our one other challenge though as we are nearing the end of our current contract, so we recently provided requirements to our IT and acquisition staff and we will be posting RFI for records electronic messages and collaboration, communication type document.

And also, to reduce some costs for using the designated repositories such as ZLUA we are proposing that perhaps we only use that type of tool for managing our high-risk high-value long-term temporary records, that have retentions for say, longer than seven years. That is just because the preservation and protection needs are very similar to what we have for permanent records.

And we are looking at short-term administrative tech records, possibly even managed in place and whatever is best suited for the program office, the reality is this records are lower risk usually they are usually only available for short about of time, and they really might not warrant the high cost to manage them in a high-cost system.

We are also looking at some promising technologies for the future.

Such as machine learning and artificial intelligence type tools. That might help us automate the management of our records, it might allow for temporary records to be destroyed, it might help identify permanently valuable information, we're just not sure at this point, we are just exploring that.

As NARA is investigating how these tools may work for holdings, we've also been engaged in the discussion and have proposed using some of our records to pilot for identification and calling of these tools.

Then we come to governance, another aspect of leveraging technologies is having the ability to embed records management into the governance process owned by IT or perhaps another entity, and it could be swimming upstream. To figure out where the tools of the systems are deployed it is a rather active pursuit so we are a member and part of the discussion and nearly every IT governance board such as Enterprise Architecture, Governing Board, Investment Review Board, the Technical Reference Model Governance Board, Enterprise Storage Working Group, the Data Governance Board, many of the integrated project teams, and I probably missed a few more.

All this enables us to review all the IT governance artifacts for record-keeping requirements and it basically keeps an eye on any systems where we can build either an automated or manual process, the ability to apply records retention.

We also inserted records management response abilities into the roles and responsibilities of data storage.

We also have developed what we call core requirements and this is where we define systems into four primary categories were tiers and based on the system, we can identify whether records requirements may be minimal or if they might expand and define what is eating for a full couple of records management capabilities.

And what this has done it has reduced the amount of time that our own staff is dedicated to reform requirements anytime there is standing room through the system, and it has allowed our IT staff to insert requirements and refer back to us for a quick check or to help them determine what kind of tier we would identify with a certain system.

Following all that we are still building our own RIM certification program where we monitor all electric systems for record-keeping requirements and schedule implementation as applicable.

Currently we are working on the questions we will use to monitor the compliance and we also have a policy and draft.

This will be our own swim lane in the IT arena. As mentioned, it is often challenging trying to embed ourselves in a process for which we have no control, processes change, forms change, and we may or may not always have an influence on what kind of records management information we are putting into those forms.

This RIM certification will include a preselection investment artifact that has to be completed by the business owner or proposed business owner, and also a post selection operation and maintenance auditing process.

In conclusion, and my key message, our program is looking to update schedules, figure out what we have to do for the 2022 deadline and even if it gets extended, we are still going to be pretty busy.

And leveraging in-house and use technologies for managing our records keeping and I and what is being used and what is on the horizon for use in the program offices.

That was my conclusion slide –

>> ARIAN RAVANBAKHSH: We do have a couple of questions that your talk has inspired. I am going to group some of these together, we have a question about chief officers, how does your team work with your chief officers and what general items are being discussed with the team?

>> DEBBIE ARMENTROUT: we do not have a chief data officer in place yet, I've been working with the person who is acting, and what has come out of things to this point has been policy. They've been in charge of the IT strategic plan. We have been engaged in a lot of discussion with that, and when they set up the responsibilities and roles for data stewards, we also were able to insert information about, knowing with retentions are, and keeping a retention and again having that discussion about how are you going to implement this. We've been engaged with having somebody on board permanently so that we can have, improve and have that relationship with them, but again, we are keeping an eye on what is going to happen with our chief data officer.

I hope that answers the question.

>> ARIAN RAVANBAKHSH: What taxonomy does NARA's internal records disposition schedule follow? The federal records architecture?

>> DEBBIE ARMENTROUT: We are closely aligned with, Andrea and I have talked about getting together when we get ready to look at our schedules that fall under the administrative type, making

sure we are in sync with that and what we did to develop the taxonomy is we went out to the various program offices and we had a framework and we started discussing it with the offices and asked them to describe certain categories and functions and some activities, and beat that into where we have a fairly stable taxonomy. We have the mission, which is where we have taken a lot of the SMEs from the offices to help us formulate that and we have the support function which is fairly aligned with the general record schedule.

>> ARIAN RAVANBAKHSH: Thank you. A question about the form used, the questionnaire, given to the offices to evaluate their existing records, is this a NARA internal form or one you are willing to share with others?

>> DEBBIE ARMENTROUT: It is a NARA internal form, but I would be happy to share the outline of the questionnaire

>> ARIAN RAVANBAKHSH: Perhaps we could do a blog post on this topic in the future and related to that, as a tier core requirement list, that you referenced – can this be shared?

>> DEBBIE ARMENTROUT: Again, I will refer you all about how we would assure that I'm happy to do that, I would really like to engage in discussion, perhaps some folks out there can have some input where we could refine this and maybe develop it into something that is more broadly use.

>> ARIAN RAVANBAKHSH: How does your team gain the narrow functional offices cooperation in updating and revising this positioning? Does your team find it having to make a decision for that functional office?

>> DEBBIE ARMENTROUT: We have the very same challenges as any other agency, we have certain shoes that have the stakeholders that all of our schedules have to be routed through for approval. I don't feel, even though we have archivists and records managers I don't know whether that makes our job any easier. Our team does a really good job of describing why we are proposing certain revisions to the record schedule and for the most part once we sit down and really describe why we are doing so we do get the buy in.

>> ARIAN RAVANBAKHSH: Thank you, do NARA internal IT systems go through a formal IT portfolio manager process with involvement by your office?

>> DEBBIE ARMENTROUT: I outlined earlier all these governance groups and that is their w, if all these processes regular and, we are involved in almost every single one of those, but it is still like swimming upstream. Just when we feel we have gotten ourselves well-positioned, something changes and it is not – we are also not part of the IT group – it is just a matter of negotiating, a matter of picking the right people, and we are in a pretty, fairly engaged, we will be much better off when we establish our own process outside of relying on IT and IT staff for that governance.

>> ARIAN RAVANBAKHSH: Thank you. One more question I think, are you scheduling data as a record? For guidance in the white paper, October 2020?

>> DEBBIE ARMENTROUT: As for revising schedules, we are looking at data. And data created to support certain functions. It is going to be a very interesting discussion because we find we have systems that support multiple functions, and I'm really not sure at this time if we are going to want to carve out those nuances and have some kind of strict shorter policy to follow based on certain data sets. When we come up to those we may have to default to that larger, longer retention but we really haven't had to face that yet, we just know you're going to. But yes, by all means, we are trying to schedule the data.

>> ARIAN RAVANBAKHSH: If you have questions that have come up since Debbie's presentation, we will get to those at the end. Please email them to RM.communications@NARA.gov or put them in the YouTube chat

and we will move on to the next presentation this afternoon, and this is GRS updates from the supervisor of the operations research and support team, Andrea Riley. Andrea good afternoon.

>> ANDREA RILEY: Good afternoon, everybody on the call. Thank you for being here, and we wanted to come up with a GRS update because we haven't done one in a little while.

Generally we want to let people know we do post GRS status update on our website so this is available at any time if you want to know what's going on with GRS you can visit our website, there's a status site up but he could find it on our main GRS ups website and this will tell you what's going on and the schedules we are working on, that by the various transmittals we are working on, and we also sent out an AC memo announcing when there is major updates when the page changes, so you will frequently see those as well. It's just a way we have implemented to help agencies know what is going on and what we are working on. Along those lines we have a number of GRS transmittals we are currently working on, a lot of the work we are doing now is maintenance related but one of the other things we have started is a bigger project in our path forward. Right now, we are trying to wrap up our new transmittal which we hope to issue sometime in early calendar year 2022 and this includes the new GRS items related to vaccination records, that are currently on the federal record for comment, those comments periods close Thursday December 16th, so right now we are just going to be looking at any comments were received and addressing those to get the schedule approved after that.

We have a number of other schedules waiting for transmittals since the changes to GRS library records, security management records, changes to GRS 5.7 which will be administrative measurement oversight records, and some other minor updates.

All of that you can hope to see here in the next few months, and some of the schedules have been a long time in coming but we happen to get them out.

We are also working on transmittals 33, you've seen the draft schedules we have had out because we've been working on these for quite some time in the new GRS for original source records have been digitized and that is still in progress as well as changes to GRS 5.2, transferring intermediate records and working on other changes to GRS 2.7 related to the pandemic, and one of the new things that you will be seeing probably in January is a draft for cybersecurity logging records, this was a new record required under a new EO provided retention so we are backing that up with new disposition authorities. we expect that to go for agency comment soon after the holidays.

Also sort of related to that due to some other changes we will have a draft change to GRS 5.7 for oversight records and that relates to GRS 4.2. Having to do with information access and production.

You will see some changes there and am have an opportunity to comment on it and anything else that might come up the meantime we hope this will come out of the next calendar year but it is dependent on when those regulations are digitizing permanent records come out so we are trying to do that in tandem to have GRS to support that.

Our other bigger picture work we're doing right now, to make the GRS more machine implement doubles. We have a couple things we are looking at doing in the future and this will be a process that takes multiple years to get through. Our first phase of this is to ensure we have machine in the implementable disposition authorities. Last week we posted the initial machine implementable GRS file in CSV format, the data format, available on a website. The file is intended to be application agnostic, meaning it is not specifically developed for anyone records management avocation, we hope it can be used in any application with minor modifications.

The current file only contains those authorities that we could translate into machine implementable format. We found about 70 items that are problematic for this so we are currently working on revising those and you will probably see draft schedules related to that process here in the next few months as well.

In the meantime we are posting a document that says what isn't included in the CSV file which authorities, both authorities are still valid, just because they don't show up in the CSV file does not mean they are no longer available, they are available, the published GRS on her website is what you should be using as the authority for what is in the GRS and so we have this additional document that explains why certain things aren't in that file some of them will never be there, but there is some more information there.

We expected revisions to be completed hopefully by the end of calendar year 22, although I say that with a huge caveat because the best laid plans and all. You don't know what might happen but that's what we are shooting for now.

The next phase of this is to do further streamlining of the GRS. We want to look at standardizing our disposition instructions more so that instead of, I don't know exactly how many dispositions we have now but as many of them, we basically want to get down to whether each item has an actual instruction that is taken from a set of maybe 15-18 options. We are trying, Debbie talked about how NARA is getting to three, seven, 10 or 15, your retention, that's what we are looking for doing with the GRS as well.

The other thing we would like to do is align the GRS with the federal integrated business framework. We will be looking at doing that more and hopefully trying to streamline disposition authorities along functions and activities and keep in mind the balance to not have too many authorities and also not too many.

I believe that is the – so many questions?

>> ARIAN RAVANBAKHSH: We do have one question, will the proposed GRS for vaccination records also cover the retention of medical religious and administrative exception records?

>> ANDREA RILEY: That particular GRS won't however we do have an existing GRS, it is GRS 2.3, item 24 reasonable accommodation case files that should cover those records

>> ARIAN RAVANBAKHSH: As a reminder if you have questions, you can put them in the YouTube chat or send them to RM.communications@NARA.gov.

At this time – I'm not seeing any additional so we will move on with the program and maybe call you back Andrea if something else comes up.

I would like to move on to the 2021 annual reporting reminder and bring on the director of Mac records amendment oversight and reporting, Don Rosen

>> DON ROSEN: Annual reporting will be generally tense until March 11th, we will have – they will be similar to last year focusing on COVID-19, information governance and M-19-21 goals.

Is mostly unchanged, the maturity model for electronic records is also unchanged from last year so you will not see many changes all in that regard. We will send out an EC memo FRM template on January 10th and that will be sent to SAORM records officers will also receive two separate links from the survey tool and Qualtrics, to complete the RSNA we encourage you to check your spam filters and if you don't see them on January 10th, and if you've any questions please contact rmself-assessment@NARA.gov if you have any issues with links, or if you have any updates that you want to share with us.

That's what is here if you have any questions, please let us know our team is standing by ready to launch on January 10th. and as you've heard before, we will have a run through March and collected data as we go through and we will be posting the SAORM templates and will be posting those, and all the information have a summary hopefully out by the end of the fiscal year which we will share findings we have in the past, everybody's doing great job bringing information together.

We are excited to get launched again. Any questions send them to rmself-assessment@NARA.gov if you have any questions.

if there's any questions I can answer and happy to do so.

>> ARIAN RAVANBAKHSH: There is one, will copies of the report you provided in advance of January 10th?

>> DON ROSEN: At this time potentially not, we could get them out we would but right now we are, that is something we are always considering if we can do something. with the holidays, we are focused on launching right afterwards.

Other questions I can answer?

>> ARIAN RAVANBAKHSH: does reporting impact possible M-19-21 extensions? Why worry agencies under report issues which paints a false picture of M-19-21 readiness.

>> DON ROSEN: We are collecting data and using it to get summaries of what agencies are doing and collective trends. We certainly share it, with the records community, to that extent it is we do posted for everyone to see what you are doing and what other agencies are doing as well. But no impact is on the deadline as far as I can think of and this is obviously an activity we do every year and have been doing for the last, going back.

>> ARIAN RAVANBAKHSH: Define information governance framework?

>> DR: I think we want to see how those connections between information governance and records management, those are some things we have been looking for in those SAORM reports, between IT, CBT's, looking for information governance, we mentioned questions about them in their report.

>> ARIAN RAVANBAKHSH: Those are all the questions that have come in around the annual reporting. If anymore come in, Don, we will get to those in the end.

>> DON ROSEN: If there are any other questions please send it to our mailbox. Thank you

>> ARIAN RAVANBAKHSH: The next item on the docket is records management training update, we will bring the director of records management training Christopher Klein and supervisor Michelle Bradley up, good afternoon.

>> CHRISTOPHER KLINE Today we will talk about some programs within our records management training, and also highlight some new resources we have.

Quickly we want to talk about the AROC agency records officer credential. You have to be a designated agency's records officer to be enrolled in this program. Meaning, when we say enrolled, it would be placed into a cohort and your progress would be tracked in our LMS.

We added this cohort part of the AROC in the middle of summer time of this year, to increase –

>> MICHELLE BRADLEY: I was agreeing with you – we added it really to increase interactivity, collaboration between the records officers.

>> CHRISTOPHER KLINE And also to add support because the credentials is online, there are assessments and also three level test, realizing that we don't want to leave individuals by themselves to take the training, when an individual gets enrolled we partner them with one of our staff members who acts as a mentor to answer questions on the test, either for support, to help guide, and we have the courts we have weekly support sessions on Wednesdays, Michelle can jump into this later, but the support session is also linking the records offices with the mentors to give that real-time support.

>> MICHELLE BRADLEY: I agree totally, usually the instructors on our staff or their and Eddie and I try to be there and it is a good title support session because it is therefore instructional support so if you're in the AROC any of question about the material you can bring that there but it's good to connect with other AROs going to the program so you can make connections in the RM committee as well. We have every Wednesday at 2 PM Eastern, sometimes it goes longer, it has been one of the success stories in AROC. And I want to mention we have a new AROC credential holder, Michelle Jordan for treasury, just past this morning. Congratulations Michelle.

>> CHRISTOPHER KLINE It is a year completion timeline, it is for designated records officers.

That's our contact information if you want any more information.

Our next program we will talk about is ReMIS record management instructions support. This is working with everyone in the records fashion, you don't have to be records officer, working with ReMIS in the main goal is to assist federal agencies on RM, records minimum training, design and development. We are not going to create training for you, however we can assist, guide, and help you build a package, a training package for your agency. Some of the items we can assist with are, all the material is on our website that you can download so we can work with packaging or bundling, specific items that may fit a specific area of records management training. That includes lessons, micro learning which I will cover, job aid resources, other stuff, helping working with training in reviewing materials, and also we do have an e-learning course called RM fundamentals that we work with agencies to do higher level customization, very high-level, we can go granular and changes for the agencies, we can provide that

>> MICHELLE BRADLEY: When we were first talking about this, one of the people in the training program likened it to a meal kit. That is the best way to think about it, we have all this different training and ReMIS can help you look through it, pick through it, and maybe we can put a package together for you. It is really instructional support, that is the name, we are there to help you train your people. And to give you an example of what, and how many agencies we have helped, in FY 21 we completed 52 projects and that was with assistance to 40 different agencies and it was across the board. Different types of things. It was either RM fundamentals, they wanted a course with those high-level customizations and if you want an example of that we have a few on her website that you could take a look at. But sometimes it was just consulting, they wanted some information about what they were doing, they wanted someone to look at something for them or they wanted to take some of our courses and use them for themselves. All of that is involved in ReMIS so when you contact us one of the first things we will do is have a phone call with you and ask questions and see what we can do to support you. And definitely, check out our webpage, ReMIS has our own webpage.

>> CHRISTOPHER KLINE: I want to cover real quick on the 40 agencies, FY 21 we worked with eight repeat agencies – we do build partnerships that way.

This is a little hard to see but showing the ReMIS page, and with all our materials online, going through what we are working to is making sure everything is on the site and you can download it and go back to work and you don't even need email. You can email us and we can help and guide but we are trying to make this almost like a self-checkout, efficient, easy to navigate, benefiting the customers. On the page, if you go down and this is top-level stuff but we have some templates, we also have slides, high-level slides that agencies are able to download and put their own branding and fine tune the wording

>> MICHELLE BRADLEY: And I just want to point out the slides really are a starting point, it is hard to see on the screen capture, but down at the bottom it says slides to use as a starting point for developing your training. It truly is, our content on a blank PowerPoint, you can put your own images on it, your own logos on it, and absolutely work with your own training department to put the training together. It's a one-stop shop right there.

>> CHRISTOPHER KLINE Thank you Michelle, and on this screenshot if you scroll down there are examples of us working with other agencies to provide RM fundamentals if anybody's interested. Now we will talk more and get into some products.

I want to highlight again; at the beginning we were saying about AROC only agency records officers can be enrolled into the AROC however that does not prevent our limit of people to access the content. On our online lessons these are the same modules in the AROC and the credential, right on your website you can take it, you can click on that and it will play and generate a certificate. You can direct individuals to go here, however, working and pushing into that self-help, downloadable, shareable content, we even have source files for each lesson. We have the LMS, the learning management system, you can download and work with your LMS administrator, and we also have source files, authoring software, you know customize, edit, add, take away, and make it specific to meet your needs and we also have the web pack all rolled up or you can place it on your own site.

>> MICHELLE BRADLEY: And really, it is the same content that the agency records officer is taking as they go through the AROC so if you are an ARO and you really like level I, second lesson on temporary records and you think your staff would benefit from that, you can director training department right of this page and have them download the files to their LMS, or you can tell people to go to this page and take the training and download their certificate the end and submit it for credit. The only difference is we are not giving people the assessment and you are not being tracked by NARA

>> CHRISTOPHER KLINE And with the curriculum or online lesson we are using a level I, two, three scaffolding systems the more complex concepts for RM would be at the level III which would be built from level II which is built from level I.

And in the curriculum, it does get reflected on the website itself so this would be the most current material.

Also, on our catalog this year we are looking at adding different delivery instructional products. This year we started creating micro learning lessons, this again is e-learning, however if you go back and look through our traditional learning module,30 or 45 minutes. We are looking at micro learning, a single topic, very to the point, concise, 5-10 minutes, and an experienced record professional could find this useful but looking at the general knowledge base on these micro learning levels, we have five right now. We will update and provide more as time goes on.

And again, moving forward into FY, one item is the program moving forward is creating more videos. I wanted to make awareness of how our website is laid out, how to navigate. Our newer videos would be at the end so you can see this would be on page 5, newer videos get edited and this year we added three videos so far and we have a few more right now in different stages of development once we complete and we will post this on here.

Looking at shorter links, five minutes, not to our type videos, that you can view and get a concept and apply it or use it or go back to work

>> MICHELLE BRADLEY: I also want to say one of the videos here is what capstone is, the team was telling us again and again people requesting materials about capstone, so we listen when you submit us ideas so, please continue to do that. If you have a training need let us know. and a great way to let us know is ReMIS, or send us an email.

That's a great example of a request they came in from all of you.

>> CHRISTOPHER KLINE Talking about social media – that was our courses and training and product, Michelle talked about the social aspect with records management training

>> MICHELLE BRADLEY: Eddie is kicking this to me because this was a project that was started through a fellowship I did with the partnership for public service. We are branching out onto social media and this is records management training. It is a little different than the traditional office of chief records officer messages, this is focusing on training and what we are looking to do is create a community of practice. engage all of you on social media, last year was our proof of concept that we could do it and we had a little celebration when we hit 1000 followers, so now the next step to this is to really engage and create that engagement. I ask all of you to check us out on social media so we are at NARA RMT on Facebook and – NARA_RM training on twitter, we are on Facebook and Twitter, we are soon to be on LinkedIn and we will let you know when we get there. You can see some of the examples that our team has come up with. We are trying to be a community of practice to let you know when we are launching new creating concepts or artifacts as Eddie would say, resources we have, and asking you to engage with us. did I forget anything Eddie?

And to thank all of you that have already started to follow us and engage with us we appreciated. And a huge thank you to our social media team within the training team, that did not turn away from me when I showed up two years ago and said, hey I have this idea let's launch on social media, they did not all mute me so thank you.

One gets a monitor all the time. That's the quickest way to reach us if you have generic questions, or questions about ReMIS or AROC, or christopher.klein@NARA.gov – we call him Eddie.

>> CHRISTOPHER KLINE Thank you Michelle

>> ARIAN RAVANBAKHSH: We have some questions that I filled it up during your presentation. And kudos. NARA staff did an outstanding job helping my agency update its records, thank you all much. and Tommy says kudos to NARA on ReMIS. Kudos to NARA. He also notes memes for RM training, all in for of more levity.

>> MICHELLE BRADLEY: We have a creative staff. I turned them loose, it's not anything that Eddie and I have done, certainly nothing I have done. It is their creativity.

>> ARIAN RAVANBAKHSH: A couple other questions, you might've covered this, is there a cost to agencies for customization regarding ReMIS

>> CHRISTOPHER KLINE It's a free service, with limitations, but it is free, no cost

>> ARIAN RAVANBAKHSH: Can agencies have an AROC backup?

>> CHRISTOPHER KLINE All the if the individual is designated – as a records officer, then that records officer could be placed in the AROC. If not, then an agency would want to have a backup to go through the same material, you just point them through the online lessons and they can complete the same information as the primary or the records officer.

>> ARIAN RAVANBAKHSH: A couple questions about the require – is AROC a requirement where is it documented and how often do AROs need to be certified

>> CHRISTOPHER KLINE Requirements are outlined in the narrow bulletin 2019-02 that goes to requirements that agency has a designated record officer and that would go through the AROC and that is linked with M-19-21, the records officer has to hold their credentialed self.

>> MICHELLE BRADLEY: And for the renewals, the renewal is every three years so we launched AROC in January of 2020 right at the same time as the pandemic hit, so any new records officer that has come in to the position has gone to the AROC but so many of us who had the old certificate, certificate of federal records management that we used to teach, the nine-day course, what we did for

them is we grandfathered them in. They will be up for renewal in January of 2023, and it sounds like a long ways away but it's only a year. Everyone who was grandfathered in will be contacted by us at the start of 2023 to do this renewal process and everyone else who got the AROC along the way last year or this year you are on a three-year cycle.

>> CHRISTOPHER KLINE And more information will be following as the time approaches.

>> MICHELLE BRADLEY: We are crafting a whole communication strategy to get out people

>> CHRISTOPHER KLINE We will be contacting individuals before the time to renewal that will start the renewal process.

>> ARIAN RAVANBAKHSH: Will ARO's have completed the training completed get a certificate?

>> CHRISTOPHER KLINE Yes right now there is a certificate that is placed into – let me go back. What I am thinking, a physical certificate, no, digital would be in the LMS. The learning management system. Anybody who completes the download for that

>> MICHELLE BRADLEY: If someone is in need of something that verifies for your agency, we can certainly, contact us and we can certainly write something. But I think this might be – I don't know if this was in the question – this might be in reference to those older KA certificates for the archivist of the United States had a signature on it, and if that's what it is reference to, we are not doing that.

>> CHRISTOPHER KLINE All digital

>> ARIAN RAVANBAKHSH: I think that covered it.

Sorry for the repetition in the question, did you say the SAORM can designate an alternate ARO and does that require any notification?

>> CHRISTOPHER KLINE It would require notification, a records officer would be designated yes.

>> ARIAN RAVANBAKHSH: Thank you both for the updates for the training program. I'm going to see if any more questions come and we will get is asked as they come in, so thank you.

And I am going to move, that was the end of the formal presentation. I want to move back to some of the questions that have come in for all our presenters during today's meeting and a general Q&A.

And I'm going to ask his and if they are in your area from NARA side

Does NARA have a deadline for responding to requests for exceptions, my agencies waiting to hear for response for our request

>> LISA HARALAMPUS: let me take the answer to this one, I'm sorry, the answer is no, we do not have a deadline in the guidance that says NARA will respond to the wire deadline. we are on that new memo more than responding to requests, however we are taking those requests, we are looking at them we will give agencies an opportunity to respond to new if they want to proceed with them, we will let you know. I believe there will be more information coming out over the next few months, we will communicate broadly when we have information to share.

>> ARIAN RAVANBAKHSH: Thank you Lisa. Do we have a plan to issue a digitization standard for micro forms?

>> LISA HARALAMPUS: Back to the digitization regulations, it pains me to say it was December of last year we posted our draft regulations with digitization standards for permit records in the Federal Register for comments and as this committee remembers that focused on the paper records. the more technical answer, his we focused on reflective digitization techniques so anything that light hits her reflects off that is a standard issue we are planning to issue technical standards for transmissive. That will include microfilm, negatives, transparencies, anything in that transmissive action. Our plan as we wrote the regulation, they are full of information on preparing records, doing inventories, establishing collection and controls invalidation, we expect that to be the same for both all kinds of digitization so our hope was we would be able to issue a microfilm standards faster because it would

just focus on the technical piece. If you have a specific question about the technical scanning of a microphone, please send them to rmstandards@NARA.gov that's the team drafting the standards and having dialogue and conversation now will hopefully make those standards better when we get them. Maybe somebody could put that in the YouTube chat – as well. rmstandards@NARA.gov.

>> ARIAN RAVANBAKHSH: The next question, feedback on the use of tribal consultation of federal agencies proposed schedules and I think the answer to that one is there are no updates because none have been conducted at this point. I think that is ongoing work that is yet to move for. When we have something to share, we will.

We have a couple questions on ERA and each transfer I think we need to clarify, for records that are permanent electronic records, how should we be sending those to NARA? We were under the impression that ERA can accept electronic transfers, so I think there is a need for clarity there.

>> LISA HARALAMPUS: I remember seeing those, let me flip down, as you can tell, seeing the magic behind the curtain.

The first, the person who asked the question is correct, ERA that exists now is not really the tool that would be used to accept accepting electronic records to NARA however we have two links I want to share with you so again, they are both likes to information, one is an FAQ and one is, I went to look for that information provided by the unit that accepts electronic records as part of NARA and I know they have updated with of those resources recently and it has the latest information about how to transfer electronic records to NARA now. One of the answers are as ERA to point out is developed, it too will have capabilities of accepting electronic records transfers but I don't have any more to share this time on how that will happen.

I know that is a plan I don't know how it will be able to I would encourage you if nothing else, I'm full of email addresses now, with more specific question, the electronic records archiving service, sorry to our friends in RRE, etransfers@NARA.gov, and they can tell you what to do to do electronic transfers now.

>> ARIAN RAVANBAKHSH: I am in the middle of dropping link in – and the question on physical transfers to archives. Did you want to tackle that one as well? Do we know when archives two was going to begin to accepting permanent–

>> LISA HARALAMPUS: that was a question from the beginning of the meeting and Arian said we can try to see you have a confined you answer before the end of the meeting but I think the best answer now is I would like to do some more research and get a firm answer to the depth of the questions so I will let our BRIDG production team to find out that your post meeting and we will talk with our colleagues and see if we can come up with an answer on what is expected and when can we start taking physical transfers.

We will provide more information.

Hopefully before the February BRIDG meeting but if not, that will be our target goal to have answers to that question.

>> ARIAN RAVANBAKHSH: a question about the GRS, is there a schedule conducting test results from 1/3 party for employees required to bring in proof of a negative test that retained and if so, where? And what about employees off-site 100% how are there results obtained and reviewed?

>> ANDREA RILEY: GRS only covers records the agency has in its possession if a third-party conducts a test that an information is provided to the agency the GRS will cover the records under the authority of testing records. Otherwise, there really isn't anything or an agency necessarily to dispose of. In terms of employees bringing in proof of a negative test and how that is retained and where, that is up to the agencies, we are not telling the agencies where to file these records, or who hold onto them, different agencies are doing different things, sometimes it is more centralized than others, but any guidance as to requirements and what is supposed to be held and how is going to be coming from OPM not us. all that stuff comes out of OPM, we are just providing disposition authority for records. That also applies in terms of off-site workers, we can't say how their results are obtained and reviewed because that's outside the scope of the GRS, see the OPM guide for those things.

>> ARIAN RAVANBAKHSH: For the FRC team, if you get a transfer SF 135 approved in December of 2022 you don't have a chance to send the records, before January 23 can you still send them? A question about getting a transfer approved in December of 22 but didn't have the chance to send the records before January 23 can you still cinnamon?

>> GORDON EVERETT: Those records, yes.

>> LISA HARALAMPUS: I think we've been asked this question that almost every branch, if I can get a transfer into, the timing when that will happen there is some leeway into the following year and I believe that position would hold true, even with a new date, we would still have these dates when you can get them in by the deadline and approved, NARA and the Federal Records Center program will work out how we will take that, because the goal – the goal of the whole memo for the past decade is transition to fully digital government, all these pieces are steps along the path they get us there, so the goal is not to say you didn't quite make it in time to turn your records to the Federal Records Center, the goal is to say were happy we could take this paper records offered to hands and store them in a place in the national archives and we will continue to work towards fully digital. I wanted to put that positive reminder why we are doing that and why the answer is yes.

>> ARIAN RAVANBAKHSH: Thank you both. I am searching for any additional questions that have come in.

How long can agencies go without a records officer? I throw that up as a jump ball

>> LISA HARALAMPUS: I will try, I do not believe there is a requirement in our regulations for a law that says how long somebody can be acting or how long the position can be vacant. I would go back and say the requirement is to have a person and that is interesting because that does tie into the topic and training as well. We haven't – we would train somebody who was acting, I think the answer is, I don't have a policy to say, you can have three months or six months and after that the position must be filled. But I know that in practice we talk often to senior agency officials and records management, that's where it has been left so far to get that position filled. It is a critical role for the success of the digital transformation and record management agencies, missing leadership is a serious problem.

But I don't think I can give you a policy answer.

Has anybody else thought about that?

If not – then that is the answer, policy is we don't have something written but thank you for giving me something to consider for future updates to revelations.

>> ARIAN RAVANBAKHSH: We will take that under advisement.

Another one for Gordon, does the FRC have a plan on how they are able to receive the amount of boxes and records we are trying to meet the 22 deadline with him and his staff capacity? Amplifying all your messages from earlier.

>> GORDON EVERETT: We are working on a plan, hopefully we will be back. At the time but we are working on a plan

>> ARIAN RAVANBAKHSH: Thank you Gordon.

>> LISA HARALAMPUS: Take a moment because these are rich, important questions. I am glad we have an opportunity to talk about it at the BRIDG forum so I'm happy to give that little space for people think and submit a follow-up. Or ask us to clarify.

>> ARIAN RAVANBAKHSH: Any update to create and generate reports?

>> CHRIS: I don't have anything terribly definitive; I can tell you we have a team that includes individuals from both AFO and AFN, working with NARA folks to develop system requirements for the new system, that is certainly something we are keeping in the back of our minds, and we hope the new system will not only duplicate our existing capabilities but give us the ability to generate additional reports for the last decade or so.

I am cautiously optimistic but stay tuned.

>> ARIAN RAVANBAKHSH: Thank you Chris.

We did get a couple more kudos for Chris and Michelle – Eddie and Michelle – we seem to have get the award for the most kudos for this BRIDG meeting.

Final call to the audience for any additional questions. If we don't get your question, ciao to us at RMcommunications@NARA.gov and we will get that answer to you.

What was the email address for the transfer mailbox

>> etransfers@NARA.gov

an essay that –

etransfers@NARA.gov

all one word, no dots or spaces.

>> ARIAN RAVANBAKHSH: I see Tom acknowledging, seasons greetings to all this, thank you to you as well and all the viewers as well. We will close out this meeting now and remind folks that the next BRIDG meeting will be Tuesday February 15th 2022 at 130, we will stick with 130 in calendar year 22 so we look forward to seeing everybody.

Thank you all.

>> Thank you, and have a safe, happy and healthy new year.