



2024 Senior Agency Official for Records Management Annual Report

The National Archives and Records Administration (NARA) requires Senior Agency Officials for Records Management (SAORM) to provide an annual report demonstrating how agencies are handling important records management initiatives as identified by NARA.

NARA uses the reports to

- determine the overall progress of the federal government in managing its records and the transition away from paper to digital formats
- to identify best practices and model solutions within federal agencies

On December 23, 2022, OMB and NARA issued a memorandum, *Update to Transition to Electronic Records* ([M-23-07](#)) that reinforced the goals in [M-19-21](#) and extended the 2022 deadlines to June 30, 2024. It is critical that Federal agencies move beyond paper-based processes and embrace the opportunities afforded to improve Government by transitioning fully to an electronic environment.

This year's SAORM report provides an opportunity for agencies to report on their progress towards electronic recordkeeping under these requirements, as well as other important records management initiatives.

The reporting period begins on January 13, 2025, and reports are due back to NARA no later than March 14, 2025.

NARA will post your 2024 SAORM report on the [NARA website](#) upon receipt. Please ensure that your agency's report is a publicly releasable version. This action is in the interest of transparency in government and to promote collaboration and communication among agencies.

NARA intends to list any non-responding agencies in a summary report on our website.

Instructions for Reporting:

- This template covers records management program developments, including those related to the transition to electronic recordkeeping as required by M-19-21 and M-23-07.
- Please be brief and precise in your answers. Limit answers to each question to no more than 500 words.
- Please complete the questions/items below and send the report to rmsselfassessment@nara.gov. Include the words “2024 SAORM Annual Report - [Agency Name]” in the subject line of the email.
- If you are responsible for records management in multiple agencies, components, or bureaus, please determine how you will submit reports to NARA. While NARA prefers a comprehensive report, you may submit separate reports for each component.

NARA may follow up with agencies to obtain additional information and/or documentation related to responses provided in the template.

Please provide the following information (required):

- Name of SAORM: Barbara Wheeler - Jones
- Position title: Chief, Case Review Division

1. What agencies, bureaus, components, or offices are covered by this report and your position as SAORM, and which will be reporting separately?

U.S. Office of Special Counsel

2. Did your agency meet the goal to manage all permanent records in an electronic format to the fullest extent possible for eventual transfer and accessioning by June 30, 2024? (M-19-21, 1.2 and M-23-07, and 1.1)

- Yes
 No
 Not applicable, all records were already in electronic format

If No, why not? (Include if you already submitted, or will still be submitting an exception request and/or details of specific challenges your agency had in meeting the goal.)

3. Did your agency meet the goal to manage and preserve all temporary records in an electronic format by June 30, 2024? (M-19-21, 1.3 and M-23-07, 1.3)

- Yes
 No
 Not applicable, all records were already in electronic format

If No, why not? (Include if you already submitted, or will still be submitting an exception request and/or details of specific challenges your agency had in meeting the goal.)

4. Did your agency meet the requirements of M-19-21, 1.3 and M-23-07, 1.3 to close agency-operated records storage facilities by June 30, 2024? (Choose all that apply)

- Yes
 No
 Not applicable, my agency did not have agency-operated records storage facilities
 Not applicable, all records were already in electronic format

If No, why not? (Include if you already submitted, or will still be submitting an exception request and/or details of specific challenges your agency had in meeting the goal.)

5. Did your agency meet the requirements of M-19-21, 1.3 and M-23-07, 1.3 to transfer inactive, temporary analog records to NARA Federal Records Centers (FRC) or commercial storage facilities by June 30, 2024? (Choose all that apply)

- Yes, we transferred the records to the FRC
 Yes, we transferred the records to commercial storage facilities
 No
 Not applicable, all records were already in electronic format

If No, why not? (Include if you already submitted, or will still be submitting an exception request and/or details of specific challenges your agency had in meeting the goal.)

6. Are you supporting the implementation and closure of any corrective actions that resulted from a finding and recommendation documented in a NARA inspection or assessment of your agency's RM program?

- Yes
 No
 Not applicable, my agency is not under a plan of corrective action

If Yes, please explain how you are supporting the implementation and closure of the corrective actions. If No, why not?

7. Are you advocating for the agency's records management program and ensuring that it documents the organization's activities and decisions by participating in meetings and working groups dedicated to improving records management in your agency?

Yes

No

OSC SAORM and ARO regularly participate in relevant team meetings and leadership decisions to provide insight, promote the program and raise awareness of the records management practice. Provide and advocate for training sessions to educate the workforce about the importance and compliance requirements. Implemented mandatory annual web-based records management training for all employees. Ensure the records management policy, processes and records schedules are updated which is currently in development to meet our current business needs. Collaborate with other units to align records management practices with organizational goals and regulatory requirements. Continuously assess and provide feedback on the effectiveness of the records management program to identify areas for improvement.

8. Are you ensuring the agency protects records against unauthorized disposition (e.g., destruction, deletion, alteration, removal, or loss) as defined in NARA regulations and guidance?

Yes

No

Conducts frequent new hire orientation sessions, exit briefings and individual records management information sessions to educate employees of their records management roles and responsibilities and ensure employees understand the importance of the program compliance. Enforce policies that align with NARA's regulations to prevent unauthorized actions, deletions, removal or alteration of records. Ensure that records are managed in accordance with the approved retention schedules and are not destroyed prematurely.

9. Is there specific policy or guidance you need from NARA to support the strategic direction of your records management program?

Yes

No

Below is a list of challenging records management program areas that require additional guidance:

- Transfer of electronic records
- Controlled Unclassified Information (CUI) Program
- Capturing records on communications platforms (Teams, Zoom, Meeting Recordings, etc)