

CASE STUDY

Excellence in Constituent Service

 **INDUSTRY**
Government

 **COUNTRY**
USA



COMPLEX, COMPLIANCE-DRIVEN RECORDS MANAGEMENT

The Louisiana Department of Transportation and Development (DOTD) is responsible for maintaining public transportation, roadways, bridges, canals, floodplain management, port facilities, commercial vehicles, and airports, in the state of Louisiana. The Agency has approximately five thousand personnel and operations are run through nine district offices across the state.

LEAVE IT TO THE PROFESSIONALS...

Since 2010, Access Sciences has supported DOTD in its mission to deliver transportation and public works systems that enhance quality of life and facilitate economic growth.

ISSUE

Critical records management requirements diverted focus from DOTD's core mission

Our services to DOTD include an embedded team of information management professionals who provide records management and document management services including data center operations support, scanning, inventory control, and records warehouse management as well as records management program development to support long-term alignment with industry-leading best practices. Key tasks and deliverables include:

SERVICES DELIVERED:

- RIM Program Design
- Retention Schedule Development
- Taxonomy Design
- Record Center Operations
- Microfilm Management
- Centralized Scanning
- Training

- Ongoing operational support for warehouse

processes including managing intake of new items, check-in/out, determining boxes available for disposal, facilitating disposal through contracted vendor, transfer of items for microfilm conversion through contracted vendors, etc.

- Ongoing microfilm inventory management. DOTD maintains 60,000 reels of microfilm in two locations. Access Sciences manages intake of new reels, check-in/out, research for requests for records, and physical reel maintenance and remediation.
- Records inventory, and physical file clean up and organization at DOTD's headquarters, several district offices, and off-site warehouses. Total volume exceeded 50,000 linear feet of physical records.
- Design and implementation of a comprehensive plan for centralizing agency-wide scanning operations with hardware, software, staffing, and logistics considerations, including pilot testing, roll out to the Agency, and user training.
- Design and implementation of an inventory control system that allows users to track the location, retention, check-in/out, and transfer of ownership of records managed by the agency. Instituted a system of barcoding boxes/items and locations to better manage the collection.
- Development and implementation of RIM policies and processes to unify and optimize the flow of records through the agency, and to provide control measures to ensure that all departments, sections, and districts understand and comply with state law and regulations and state archives requirements for records management, as well as industry-leading RIM practices.
- Revision of the DOTD retention schedule from an organization-based schedule with close to a thousand records series to a function-based schedule with less than 100 record series. Legal research and client interviews were conducted to ensure that legal and operational needs of the agency were met.
- Establishment of and training for a RIM Coordinator Network to ensure that implementation, operations, and maintenance of the RIM program are performed and delivered at the Section level. We continue regular training with coordinators and solicit feedback on new RIM initiatives.

SOLUTION

- ☑ Outsource records management compliance, legal support, and scanning operations
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... AND FOCUS ON YOUR CORE MISSION

Widely recognized within Louisiana state agencies, Access Sciences' fifteen-year track record at LDEQ prompted the Louisiana Department of Transportation and Development (LDOTD) to replicate LDEQ's records management program and to have Access Sciences design, build, and operate it. Now in our ninth year, LDOTD employees and the constituents they serve have come to rely on Access Sciences' outstanding expertise and customer service.

BENEFIT

- ☑ **DOTD can now focus on its core mission - planning, designing, building and sustaining a safe and reliable multimodal transportation and infrastructure system that enhances mobility and economic opportunity**
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