

Minutes- 11/20/09 IM and VOIP Presentation

10:35 AM- Bill Stewart, Deputy Chief of Staff for the OAG, introduced Stuart McKee, the National Technology Officer for Microsoft.

McKee specializes in public sector business. McKee is a former CIO for Washington State under Governor Locke. He also worked for Disney. (i.e. abc.com, go.com, and espn.com)

- Public sector requirements are unique. Unified communications are blurring boundaries.

Public Records in the Digital Age

Microsoft Communicator

Identity and presence- idea where we historically may have sent messages to blank space, but now we can tell who's online, who's busy

Email and communications infrastructure unified- you can set an "away message" for your email, IM, and phone

You can have aliases for work and personal interests (but everything is a corporate asset)

Question: Can Bill Gates read your (Stuart McKee's) email?

Answer: Yes, if he wants.

You can go from IM to a phone call in a mouse click

Searchability- you can filter your inbox for search terms to look up docs you've captured and saved

Voice mail goes to email inbox. VM preview: transcription of speech to text. Also, you can play the audio.

How does indexing work? The user creates the index.

It's one thing to store and save- it's another to be able to find it.

VOIP- conversation digitized, stored, possibly discoverable at the end of the day. The ability to capture a voice file can be turned on or off.

Training at the user end is very important. If you make a VOIP phone call, it goes through a network where it may or may not be captured. If it's discoverable, it's a record.

We can incorporate VMs into our email infrastructure.

Nelson Hill- we are already incurring great expense just storing email.

Deborah Stevens- we've got problems with purging. It's hard to go through records that we end up keeping everything forever.

Stuart McKee: digital redaction also an issue. It's going to get worse before it gets better.

California passed a law that audio and video is the official record of legislative hearings. However, they made no keep/store/access rules. Now they have volumes of data and don't know what to do with it.

Depending on what's there, you can configure your consumer applications and corporate applications. There's going to be configurability and storage ability on Microsoft products.

You can create a way to stash IMs like email. There's a big difference between a consumer cloud and an enterprise cloud.

Ramin Kouzekhani- we need the law to catch up to technology, particularly in voice and video.

Nelson Hill- What should retention schedule be if we do start storing all of this stuff?

Are there agency requirements that are heavier than state rules?

Stuart McKee: FL's problems are not unique

RK: We need a better parsing process between what is public record and what is not

Metadata is also an issue

New content is born digital. The best time to manage a public record is when it's created.

You can set up IM

Is this policy related? Is it an open meeting? If yes, store in one folder. If no, use another.

The default should be openness.

IMs can be stored at the client level or centrally. Technology= the new paper.

The modern public records law- the 1967 version- was written by archivists, not the press or public.

Sharyn Smith- there should be one standard for capturing and storing. It needs to be bigger, faster, cheaper.

NH: Need a number of disciplines at the table to revisit policy.

Human review is what takes up so much time.

SM: We also need to consider citizens' expectations. People's expectations have dramatically changed.

Perhaps a best practices model? Unified, aligned, standardized.

At the point a record is created, we need to put a little extra work in for accessibility later.

NH: We need a modern day Dewey Decimal system so we know where the "book" is and can put it back once we're finished with it.

- Data loss prevention tools/public records retention tools

SM: Sharepoint allows people to produce wikis and feeds for social networking.

Where data lives is important. Just "burping" data onto the web doesn't do the public any service. Citizens are already overwhelmed with data.

Florence Snyder- what citizens typically want to know is how the discussion was made and what were the inputs?