

PRA & RECORDS MANAGEMENT TECHNOLOGY GUIDE



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Introduction

The widespread use of information technology for everything from the creation of a simple word processing document to the posting of a mayoral “tweet” has fundamentally altered the way that Washington local governments conduct and document their business activities. As a result, local government agencies are increasingly moving toward an operating environment in which there are many more records being produced overall, and in which electronic records are growing at a faster rate than paper records. Although the transformation from an analog to a digital world has largely improved the way local governments work and interact with each other and with citizens, it has also created many new challenges for those who are charged with the management and disposition of both paper and electronic records.

One of the most significant challenges for Washington local governments in this new operating environment centers around their ability to continue meeting the requirements of the [Public Records Act \(PRA\)](#) without also undermining the achievement of other mission critical business activities. Under the PRA, state and local governments are charged with the responsibility of providing members of the public with broad access to public records, with very narrow statutory exemptions. But rapid growth in the number and complexity of public records requests has been placing increasing strains on the ability of local governments to respond in a timely and accurate manner. Local governments that fail to comply with the requirements of the PRA face exposure to potentially high litigation costs, steep settlement payments, and associated fees and penalties. As a consequence, many local governments, especially smaller ones, are becoming increasingly concerned about their ability to keep pace with the growing numbers of public records requests and the costs of responding to them.

The combination of a rapidly changing records management environment together with growing demands for access to public records of all kinds, has caused many Washington local governments to begin looking for technology-based solutions to help them improve their records management operations, lower costs, reduce exposure to legal liability, and increase their ability to respond quickly, accurately, and fully to public records requests.

Because the technology industry offers dozens of records management software solutions, it can be challenging for local governments to find the right solutions for their particular needs. Local governments are seeking to understand: (1) what types of technology tools are available; (2) how these tools can make their records management and PRA compliance efforts more efficient and effective; (3) what types of tools other local agencies are using; and (4) which of the available tools will best serve their particular needs.

PURPOSE OF THIS GUIDE

This guide is intended to help small- to medium-sized government agencies in Washington to identify, evaluate, and select records management technology solutions that are best matched with their needs, goals, and budgets. It presents several threshold questions for local agencies to consider before they purchase records management software, an overview of software options, suggested guidelines for evaluating and selecting software, and some information about related state assistance and grant programs.

To help local agencies with their review of software options, the [Software Profiles](#) section at the end of this guide contains descriptions of selected records management software applications including what they do, a list of key software functions, a list of Washington and out-of-state government agencies using the software, product review links, cost information where available, and more.

Although this guide presents information regarding records management software functions and features, neither MRSC nor the SAO can endorse or recommend any specific software products.

Finally, it is important to emphasize that technology-based tools alone are no panacea for all of your organization's records management challenges. They can only succeed where records management principles for both paper and electronic records are well-defined and understood and where clear management protocols, procedures, and schedules are in place.

Tip: The time you spend in selecting and evaluating the right software will provide a long-term payoff for your organization.

RESEARCH AND DATA COLLECTION METHODOLOGY

To gather information on the the use of records management technology solutions, we surveyed members of the Washington Association of County and City Information Systems ([ACCIS](#)) to identify the software solutions they are using and to obtain their insights and advice on selecting and evaluating such solutions. We also consulted ACCIS' own "Survey of Agencies and Systems" to gather information about member agencies that reported use of various "document management" applications.

We gathered data on software applications being used by Washington jurisdictions as part of a series of PRA workshops conducted by MRSC staff where we asked participants to share information about the applications they were using, for what purpose, and general comments about their experiences.

In addition, we reviewed extensive data collected by the Washington State Archives as part of their [Local Records Grant Program](#), which included information from grant applicants about the records management technology tools they sought to purchase, their reasons for doing so, and, in some cases, information about the tools they were currently using. We then surveyed all of the 2018 technology tool grant recipients to identify tips and best practices for the selection of records management software.

“

The city currently has multiple rooms in multiple buildings in multiple locations full of paper records, plan sets, as-builts, maps, and architectural drawings that aren't organized or filed effectively.

– 2018 Technology Tools Grant Applicant

For the [Records Management Software Profiles](#), we mined software developer sites for information about popular commercial off-the-shelf software applications, company-related data, product descriptions, customer lists, links to product reviews, and an overview of relevant software capabilities and features.

Finally, we conducted a general web and literature search for information about records management technology solutions including best practices for software evaluation and selection processes, industry data, and case studies.

LOW- AND NO-TECH RECORDS MANAGEMENT STRATEGIES

While the focus of this guide is on the array of technology tools that are available to assist with the growing volume of electronic records, there are many relatively low- and no-tech records management strategies and practices that should play an important role in every local government's records management strategy.

In their [2016 PRA performance audit report](#), the SAO identified [a number of actions](#) that local governments can take to more efficiently manage public records and public records requests that do not necessarily require large investments in new technology solutions. These include records management practices such as improving communication with records requesters to clarify and narrow records requests, proactively disclosing information, collecting and retaining only necessary records, and other similar strategies that can help to minimize disruptions to the organization while at the same time maximizing responsiveness to requesters. These strategies can go a long way toward increasing the effectiveness of local government records management systems, regardless of the degree to which a government entity has incorporated technology-based tools.



The easier it is for city employees to provide these records to our citizens, the more citizens feel informed and involved in the municipal proceedings of their city. The foundation of this is an efficient records management program.

– 2018 Technology Tools Grant Applicant

The [Washington State Archives](#) can also assist government agencies with resources and information regarding records management practices that do not necessarily require large investments in technology-based solutions. Washington State Archives' services include training and consultation on records management programs and procedures, basic file management, records retention, records destruction, protecting essential records, and other helpful topics.

While there are a number of low - and no - tech steps that agencies can and should take to gain efficiencies in their records management programs, the reality for most jurisdictions will be continued rapid growth in the numbers and types of digital records they must manage and maintain. Therefore, the management of these records both for internal administrative and PRA compliance purposes is likely to require significant investments in various technology-based records management solutions.

BENEFITS OF TECHNOLOGY-BASED RECORDS MANAGEMENT

There are a variety of ways that technology-based records management solutions can benefit local government agencies, including:

- **Greater efficiency** – Electronic records management systems can dramatically improve efficiency by enabling speed and reliability that is impossible with manual processes.
- **Lower staff costs** – Increased efficiency in records searching, retrieval, redaction, and disposition tasks translates into reduced staff time requirements and lower staff-related costs.
- **Lower records storage costs** – Replacing paper records with digital records reduces the need for on and off-site records storage space and associated costs.
- **Reduced potential for PRA litigation and penalties** – Speedier, more comprehensive and accurate responses to public records requests can help to reduce exposure to potentially expensive PRA-related litigation costs and penalties.
- **Improved customer service** – Efficiency improvements make it easier and faster to retrieve information and records, which reduces wait times and improves customer service.
- **Greater transparency** – Public facing web portals, where available, make it easier for citizens to access information about their local government, increasing transparency and trust.
- **Improved regulatory compliance** – Compliance with retention schedules can be automated so incoming documents can be easily classified, stored, and scheduled for eventual disposition in accordance with relevant state records regulations.
- **Benefits of cloud-based solutions** – Many records management vendors offer their solutions via the cloud, accessible through an Internet browser. There are several benefits of cloud deployment, including faster implementation, more secure document backup and recovery, reduced costs, less impact on IT staff, and easier software updates and security patches.
- **Enhanced records security** – Records with sensitive information can be protected and restricted to those who are authorized to have access.
- **Better backup and disaster recovery** – Conversion of paper records to digital formats reduces the risk of loss due to physical deterioration or damage due to environmental factors and accidents. Cloud-based storage provides more secure document backup and recovery.

Efficiency gains, cost reductions, and reduced exposure to litigation are key benefits of records management software tools, but all of these benefits will have a role in supporting the business case for the procurement of technology-based records management solutions.



With approximately two thousand requests each year, we struggle with request tracking and are concerned that we are not meeting all the requirements of the Public Records Act.

– 2018 Technology Tools Grant Applicant

2016 SAO PUBLIC RECORDS PERFORMANCE AUDIT

This guide builds on and, in part, responds to the State Auditor's Office's (SAO) [2016 Performance Audit](#) on the effect of public records requests on state and local governments. The SAO's 2016 report was the first comprehensive effort to study the impacts of the PRA on state and local government agencies in Washington.

The report provides extensive information about the nature and volume of public records requests Washington government agencies receive and the cost of fulfilling those requests. It documents the challenges and organizational impacts that governments are facing in dealing with massive growth in the numbers and types of records, and the growing public demand for access to them. The report also reviews a number of strategies and practices that governments can employ to more effectively manage their records and provide more timely responses to public records requests.



With potential penalties of \$100 per day per record, it is more cost-effective for the county to take steps to mitigate risk than to do nothing and continue as-is.

– 2018 Technology Tools Grant Applicant

Key findings of the 2016 report include the following:

- Washington government agencies spent over \$60 million to fulfill more than 285,000 public records requests in the most recent year (2015 at the time of the report). Their greatest expense – more than 90 percent of costs – was the staff time needed to locate, review, redact and prepare public records for release.
- Public records requests have increased both in number and complexity. From 2011 to 2015, the average number of requests state and local governments received increased by 36 percent.
- Small cities in particular struggle with the demands of fulfilling public records requests, even if they receive relatively fewer requests, because of their limited staff and technology resources. The staff time required to fulfill requests in smaller agencies often diverts resources from other critical services.
- Police and sheriff departments, due to the nature of their work, receive a disproportionate number of public records requests in all jurisdictions, large and small, often receiving more than twice the number of requests that other departments receive.
- The percentage of public records requests fulfilled through electronic media like email (nearly half now) has grown along with the number of electronic records; it now surpasses paper, a telling trend that is likely to keep growing.
- The cost of fulfilling public records requests has continued to rise with an overall average cost increase of 70 percent from 2010 to 2015. The cost increase reflects the growth in public records requests and their complexity, and spending on technology tools to improve management and disclosure workloads.
- As the volume of digitally stored information has multiplied, information management, processing, storage, security, and disclosure has become increasingly complex. The overall effect has been a rate of growth in information that is outstripping the ability of governments to manage it.

Key conclusions from the SAO’s report, for the purposes of this guide, include the following:

- Maintaining records today requires investing in technology for storing and securing digital files, and using centralized data management systems and software to search and inventory records.
- Without the resources, practices, and tools that help reduce inefficiencies in records management, governments, requesters, and taxpayers are all subject to a less efficient and more expensive records disclosure process.
- Jurisdictions that have made such investments have found that they can achieve offsetting cost savings through speedier search, retrieval, and redaction tasks with benefits accruing to government agencies, records requesters, and taxpayers alike.

Tip: Be sure to involve your IT department or consultant to ensure the product you are choosing will work on the network and have the proper security and configuration controls.

UNDERSTANDING THE LEGAL LANDSCAPE

The PRA was adopted by initiative in 1972, prior to the advent of most forms of electronic public records. The development and proliferation of various types of electronic public records over the years has made PRA compliance more complex and challenging. MRSC has numerous resources on our website that explain an agency’s legal responsibilities under the PRA:

- **Public Records Act** – Basic PRA overview with selected examples of local PRA policies and procedures
- **Public Records Act Court Decisions** – Significant state appellate court decisions concerning the PRA;
- **Law Enforcement Records Management and Disclosure** – A series of webpages to help police and sheriff departments manage their records and comply with PRA and other statutes
- **Public Records Act publication** – Downloadable publication offers a detailed outline of PRA, common prohibitions and exemptions, and more
- **Recent blog posts about PRA** – Articles written by MRSC staff and contributors about specific aspects of the PRA, including new legislation and court decisions. Articles are listed in reverse chronological order, with the most recent first
- **Social Media Policies** – Examples of policies and guidelines for social media use, including best practices

In addition, the Washington Attorney General’s Office **Public Records and Open Public Meeting** webpage has useful PRA information. Finally, Washington State Archives has a series of **Advice Sheets** on electronic records management.

Questions to Consider Before You Begin the Procurement Process

Before you begin your search for records management software solutions, you may find it useful to address the following key threshold questions. Thinking about these issues in advance will put you in a much better position to begin your search for the best solutions for your agency.

IS YOUR AGENCY READY FOR TECHNOLOGY-BASED SOLUTIONS?

Some agencies may not yet be ready to implement extensive technology-based records management solutions. Agencies in this group may still be dealing with large amounts of poorly organized paper records that are difficult and time-consuming to access. Searches for these types of records tend to be manual and labor intensive since they are often stored in cardboard boxes or file cabinets that may be in multiple locations. Some of these records may have long-term retention requirements, so until they can be converted from paper to digital records they will remain vulnerable to deterioration and loss. Many of them may be past their scheduled retention periods which would allow them to be archived or destroyed.

Cautionary note: even if your agency has old records that are beyond their retention period, until they are destroyed, they remain subject to public records requests.

“

Due to lack of electronic records and content management, we regularly face the issue of lost or misplaced documents and often it is difficult to respond to public information requests in a timely manner.

–2018 Technology Tools Grant Applicant

Jurisdictions in this position may first want to take steps to get their paper records properly organized and then, where possible, converted to digital formats before they begin implementing more technology-based solutions. Getting these records in proper order will help these agencies to better manage their information, limit litigation risk, and save staff time and resources.

Fortunately, the Washington State Archives provides a number of records management services, including a [grant program](#) that is designed to help local government agencies improve the quality of their records management programs and facilitate the transition from a paper record environment to a digital one.

WHAT TYPES AND QUANTITIES OF RECORDS DOES YOUR AGENCY MANAGE?

You must determine exactly what types of records your agency is currently creating, in what quantities, in what formats, and with which systems of software. Where and how are these records currently being stored? At which points in your workflow should they be captured? Such an inventory will help to determine storage needs, workflow requirements, and provide a foundation for a good records management plan.

Having a clear understanding of the types and quantities of records your organization produces, and in what formats, will also help to ensure the best fit between your specific software needs and solutions. Be sure to check with personnel in all parts of your organization to learn about their particular records management needs.

Tip: A thorough inventory of agency systems and processes that generate records will lead to a better understanding of your software needs and requirements.

HOW MANY AND WHAT TYPES OF PUBLIC RECORDS REQUESTS DOES YOUR AGENCY RECEIVE?

It is important to have a good understanding of the numbers and types of records requests your agency receives and how these have been trending over time as you begin to assess what types of technology tools may work best for you. What are the most common types of records requests that you receive? How are these processed and handled currently? What types of records requests present the biggest challenges?

Pay special attention to the needs of law enforcement agencies and correctional facilities since they typically receive significantly more requests for records than other departments. Police departments that are considering or have implemented body camera or other related technologies will definitely require special consideration, particularly with respect to data storage, retrieval, privacy protection, and the redaction of confidential information.

“

Since the county receives roughly 3,000 requests a year, even a small amount of time savings per request would have a significant impact on county staff.

–2018 Technology Tools Grant Applicant

The [SAO's 2016 report](#) notes that the number of public records requests varies widely across different categories of state and local agencies. Some agencies receive relatively few records requests (e.g., special districts), while others may regularly receive high numbers of requests (e.g., counties, cities and towns). Larger agencies tend to have more requests than smaller ones. Even smaller agencies that receive fewer requests may still struggle to fulfill them since they generally have fewer staff resources and technology tools.

Of course, any agency, big or small, can find itself having to respond to a very large request for “any and all” records pertaining to a particular issue. When this happens to agencies that are poorly equipped to handle it, the impacts on staff time and other limited resources can be significant. The SAO's report warns that public records requests have been trending upwards both in terms of numbers and complexity, so events of this kind are likely to become more common.

WHAT TYPES OF SYSTEMS AND TECHNOLOGY TOOLS DOES YOUR AGENCY CURRENTLY USE?

Another initial step will be an assessment of all your current records management systems and tools and their functions to determine whether and to what extent they are meeting your needs and where they may be falling short. Make a list by department of the software and computer systems (stand-alone or networked) in use.



We currently maintain our public records request log on an Excel Spreadsheet. This makes our process very time consuming and slow.

– 2018 Technology Tools Grant Applicant

Knowing what types of records are being created, as well as what software or other systems you are currently using to create, store, or retrieve them, and how well they are working, will give you a good starting point for understanding whether your current records management systems and tools remain useful or have become outdated. Documentation of current system deficiencies will play a key role in identifying potential software solutions and desired functions and features to address them. This inventory will help identify integration issues with respect to new and existing systems.

DO YOU HAVE “BUY-IN” FROM ORGANIZATION LEADERSHIP?

As with any such organization-wide initiatives, it is essential to have the full support of key organization leaders including both agency elected officials and top executive staff.

Contracting authority for local governments typically resides with the governing body. Therefore, it will be imperative to brief your elected officials about the benefits of any proposed public records technology solutions and the potential risks of doing nothing if they are not already aware of the problem. One possibility is to hold a series of study sessions or workshops that describe your agency’s public records responsibilities, the current state of your agency’s records management systems, and the anticipated benefits of investing in recommended technology solutions.

TIPS AND “LESSONS LEARNED”

We collected tips and “lessons learned” advice from local records grant applicants and award recipients and here are a few of the insights they shared.

“

Don't settle. We reviewed 4 vendors before selecting Smarsh. You have to find what works for your organization.

“

Suggest in the beginning stay with basics/required for compliance and later add more functionality.

“

End User experience should be the first consideration when selecting software. Without this, any other feature is pointless.

“

I would take advantage of any free trial period to make sure it works for your agency.

“

Make sure social media/website archiving software is actually archiving in real time and getting changes/edits to comments. Also make sure that it captures deleted comments.

“

Look into software where you can search different formats of records using one application.

“

Ask for referrals, get hands-on demonstrations for the product, and most importantly, get the feedback from the people who will actually be using the software every day.

“

The only advice I have is to ask as many questions as possible. Ask for a full demo of their product. Get price quotes. I created a spreadsheet with pros and cons for each and that helped me with our decision.

“

I contacted other cities to see what they use and did online demos with several vendors. Once we determined Laserfiche would be the best fit, we did demos with key staff that related the software to their work to start thinking about how it could be used to streamline and eliminate paper in the departments.

“

The biggest lesson that I would pass along is always purchase with growth in mind. We opted to buy a scanner that was larger than we needed, and sure enough, as we started using it, more ideas came to mind. It's nice to have the excess capacity and speed.

“

When identifying, evaluating and selecting a product one must know what they require, want and how it will benefit the agency. Be sure to involve IT to ensure the product you are choosing will work on the network and have the proper security and configuration controls. Also, it is imperative to choose a product that is user-friendly. If it requires too many clicks, logins, or is difficult, the end user is not going to use it.

“

Do your research, come up with exactly what you want out of a software before you start looking, that does change some once you see what is out there but to have the most important things covered right off the bat is priceless.

“

Demo software and have a few employees involved with the demo that will be using the software.

“

I would identify what you want to accomplish by purchasing this type of program. We wanted to be able to fulfill requests for text messages and/or social media posts more efficiently. We also wanted to work with one company, not multiple. You must also evaluate what your entity can afford or is willing to afford.

“

Records management software can create a more productive and efficient records management program for your organization. Careful evaluation of the software packages available to you will help you meet your needs. The time you spend in evaluating and selecting the appropriate software will provide a lasting payoff for your organization.

Making Sense of Records Management Software Options

Modern records management software is designed to provide records managers with quick and easy access to records in almost any format. Several types of records management software applications have evolved over time in response to growth in the use of new technology-based business and communication systems. In fact, there are so many now that it is easy to become overwhelmed by the myriad types of software available and the various terms used to describe them and their functions.

For the purposes of this guide, we group records management software into three major categories:

1. **Custom Software** - Developed in-house, not typically an off-the-shelf solution, to meet unique records management needs
2. **Specialty Software** - Off-the-shelf software that performs specific records management tasks, often focusing on specific types of content and records
3. **Multi-Function Software** - Combines a range of capabilities and services into more full-featured records management systems

Also, for the purposes of this guide we are using the term “Records Management Software” as an umbrella term to refer broadly to all types of software that have been developed to manage public records (electronic and paper) even though the term can have more specialized meanings depending on the context.

CUSTOM SOFTWARE

Many local government agencies have for a long time been using a variety of common business software tools like spreadsheets and databases singly or in combination with others to catalog, reference, and store paper and electronic records. For the most part, these applications were not developed specifically to help with records management tasks, but they have been adapted and customized for this purpose by agency staff.

For some smaller agencies with fewer records to maintain and fewer public records requests, these solutions have worked because they are based on familiar systems with relatively low barriers to entry that still provide some measure of technology-based assistance. However, it’s not clear whether such “homegrown” solutions will be able to keep up with expected growth in the types and quantities of public records.



Currently records coordinators in each office and department use a cobbled-together system of software programs and methods to receive, log, respond to, and track public records requests.

–2018 Technology Tools Grant Applicant

Some jurisdictions have developed in-house, or with vendor assistance, wholly customized applications that have been specifically developed to meet their unique records management needs. Custom

software development can be costly however, and after development and implementation, agencies usually have to rely on their own IT staff to troubleshoot, debug, maintain and update the application, as well as maintain the records within it.

As developers have begun to produce more and better off-the-shelf records management software applications, there have been fewer reasons to go through the time and expense of developing custom solutions. Still, for those agencies with special needs that cannot be met with off-the-shelf software, the development of custom solutions remains an option.

While custom applications play a role in many local agency records management systems, this guide focuses primarily on the specialty off-the-shelf and multi-function software that has been developed specifically for records management purposes and for which much more information is available from vendors and users, including Washington local government agencies.

SPECIALTY SOFTWARE

The next major category of records management software consists of a variety of specialty off-the-shelf software tools that have been developed to perform very specific records management tasks like the following:

- **Document Management** – The first document management applications were basically designed to function as electronic filing cabinets including document storage, retrieval and imaging capabilities. These systems work together with document scanners that convert paper documents into digital versions.
- **Email Records Management** – These applications provide convenient management of email including archiving in a separate repository to facilitate quick search and retrieval, retention scheduling, and public records requests.
- **Social Media Archiving and Storage** – These tools are used to capture, store and retrieve social media posts in their native formats, from multiple platforms, using a single interface.
- **Web Content Archiving and Storage** – Key recordkeeping requirements for these tools include collecting website metadata, preserving content in original file formats, and retaining materials for records requests and retention.
- **Records Request Management** – Request management software allows agencies to manage public records request submission and fulfillment processes for both web-based and paper records requests. Web-based fulfillment uses public facing online portals for fast, efficient tracking and delivery.

Specialty off-the-shelf software solutions can offer a number of advantages over custom developed software, including immediate availability, lower cost, proven reliability based on extensive developer and user testing, and the availability of vendor-provided technical support and training in the form of phone support, user manuals, and online tutorials.

MULTI-FUNCTION SOFTWARE

Multi-function records management applications typically combine two or more software applications into more full-featured systems or packages designed to meet a wider variety of records management

needs. These applications exist on a continuum of lesser to greater functionality which can make them harder to classify into speciality vs. multi-function applications, so the classifications may become less well-defined at the boundaries. These systems are known variously as “Content Management Applications” “Records Management Applications,” or “Enterprise Content Management Systems” depending on the range of records management functions and features they support.

- **Content Management Applications.** As the need for managing newer types of digital content has come about, software developers have begun developing “Content Management Applications” to reflect the fact that they can deal with more than just the scanned documents of earlier applications. These newer systems are used to create and manage many more types of digital content related to the growing use of web-based communication technologies. For example, in addition to being used for data contained in structured documents like PDFs, Word files, or Excel files, content management software can also be used to manage unstructured data from sources like webpages, images, audio, and video. Due to their ability to handle multiple document types and formats, we include content management applications in the “multi-function” group.
- **Records Management Applications.** Specialized “Records Management Applications” integrate special records retention and destruction tools into document management systems that provide the ability to identify and schedule different types of records for automatic destruction or archiving in conformance with required retention schedules. These systems still require individual users to make decisions about which documents qualify as records and to assign applicable retention periods, so appropriate training is critical for successful implementation. Records management applications are included in the “multi-function” group primarily because of the added records retention and scheduling functionality.
- **Enterprise Content Management Applications.** The latest full-featured multi-function systems are called “Enterprise Content Management Systems” because they combine a comprehensive range of records management functions such as workflow, imaging, Web and social media content management, and records management, to provide “cradle to grave” processing of all record types across an entire enterprise within a single application. Depending on your current and future needs, this type of software may reduce the need to purchase additional software to manage diverse types of content.

Tip: Involve a cross-section of individuals throughout the agency in the software selection process, keeping them informed of the project’s progress along the way.

KEY SOFTWARE FUNCTIONS

Records management software has been developed to provide a number of key functions to facilitate the capture, archiving, storage, search, retrieval, redaction, tracking, reporting, management, and sharing of a wide variety of public record types. These are the key functions that constitute the vital moving parts of many records management software applications. They may be offered in specialty software applications or embedded in more robust multi-function systems:

Archiving and Storage – Electronic records are archived when they have long-term retention needs in order to fulfill legal, business and regulatory requirements. A digital archive is a repository that stores collections of digital records to preserve and provide long-term access to the information. Digital archiving and preservation ensure the authenticity and protection of electronic records. Document storage allows users to collect a variety of electronic documents (e.g., PDFs, images and other media) and index them with folder hierarchies, metadata or tags.

Search and Retrieval – Robust search and retrieval tools that allow users to combine powerful boolean searches, metadata searches, and full text searches are essential for an effective electronic records management system. You want a system that makes it easy to search document information and text to quickly locate what you need. Ideally, this should be done from a single search platform.

Redaction Tools – Many public records requests include records that contain private and confidential information which must first be redacted before they can be released. Software tools that can quickly search for and redact confidential information can greatly reduce the time required to do this work and improve customer service. Redaction tools also have the ability to redact what can be seen and heard in video files like those produced by police body cameras.

Reporting – Reporting provides visibility into access, actions, and history of all records and documents stored within the application. A few standard reporting capabilities include disposition reports, data activity reports, workflow metrics reports, and security logs. Reporting tools should be able to report on each action, including when and by whom it was performed.

Workflow Management – Workflow management tools replace the traditional manual paper flow within an organization with automated, rules-based processes. Workflow management software “knows” all your internal administrative procedures and steps, and can automatically determine whether the process is ready for the next step. Workflow software typically integrates with other applications like document management software, databases, and email to provide continuity between separate systems.

Public Request Portal – Public facing open-data portals allow governments to provide or send records online, eliminating the need to make paper copies or use portable storage devices. Portals that include request management tools facilitate processes for receiving and responding to public records requests, including request tracking, report generation, and direct access to view and download records. Portals may also allow requesters to search and review previous records requests and previous agency responses, which can eliminate duplicate requests.

Our [Software Profiles](#) specify whether the applications we reviewed provide these key software functions and in what combinations.

“

The software has an automated workflow that will guarantee that each requester receives a confirmation email and an acknowledgement notice within 5 business days as required by the PRA.

–2018 Technology Tools Grant Applicant

Guidelines for Evaluating and Selecting Records Management Software

It won't be enough to do a few quick Google searches or visit a few vendor websites to find the best records management software solutions for your organization. You're going to have to do some homework first that will help you to identify those solutions that will best fit your particular needs, goals, and budget. The following basic steps for evaluating and selecting records management software are provided as a baseline that you can use in developing your own evaluation and selection process. The basic steps include:

1. Organize a software evaluation team
2. Analyze current and future needs
3. Develop a list of project requirements and goals
4. Develop evaluation criteria
5. Gather product information
6. Contact other local government agencies
7. Score products against your evaluation criteria
8. Test before you buy
9. Understand software costs
10. Review procurement procedures

ORGANIZE A SOFTWARE EVALUATION TEAM

An effective software evaluation process will require a coordinated organizational effort. Ideally, the evaluation team should include IT staff, legal staff, your public records officer, and any departmental records custodians.

IT staff will play a key role in evaluating the technical aspects of hardware and software tools including how they will be integrated into your existing IT infrastructure, any changes or upgrades that might be necessary, and the requirements for initial start-up and ongoing maintenance and operation.

Records managers and departmental records custodians are familiar with the types, formats, and numbers of records your organization produces, where they can be found, and the nature and frequency of public records requests. They are also the ones who will most likely be using the technology tools that are selected through this process. In fact, by all accounts, much of your long-term success (or failure) will depend on your ability to keep these key stakeholders informed and happy.

Agency legal staff will help ensure compliance with all applicable PRA and procurement requirements regardless of which technology tools are selected.

ANALYZE CURRENT AND FUTURE NEEDS

It is important to begin with a clear understanding of your agency's current records management needs and requirements as determined by your evaluation team and other internal stakeholders.

This is where you begin to bring together the answers to all of the threshold questions listed in the previous section and more:

- What are the types and quantities of records your agency produces and manages?
- What problems do you need to solve?
- What technology tools do you currently use?
- Which records do you want to capture and manage?
- How many public records requests do you receive annually?
- Are there any existing problems with your workflow or records management system?
- How do legal requirements (PRA) affect your choices?

By documenting the answers to these questions in advance it will be much easier to identify and evaluate the software functions and features, and ultimately, the software products that will provide the best fit for your organization.



Our chosen ECM system provides an online portal for the public to have immediate access to records, saving precious staff time for other duties while providing more transparency and vastly improving our response time to records requests.

–2018 Technology Tools Grant Applicant

DEVELOP A LIST OF PROJECT REQUIREMENTS AND GOALS

Based on your analysis of current needs and requirements, you can begin to develop a list of project requirements and goals and a profile of the specific types of software functions and features that will be the most helpful for your organization. What do you expect the software to do for you? How do you plan on using the software? Do you need the system to interface with other applications?

Develop a list of all the features that an ideal system for you would have. You should prioritize those functions and features so you will have a better idea of those that will be essential and those that may be nice to have but not essential in case budget constraints limit your choices.

Tip: If use of new records management software will involve the re-engineering of business processes, staff should be involved in the redesign and how best to make the new processes successful.

Combine the resulting list of requirements and goals into a master table that is organized into functional categories (e.g., workflow, storage, search and retrieval, and redaction), grouping requirements common to different components of the system. This information will facilitate the evaluation of software products for their functionality across multiple components.

DEVELOP EVALUATION CRITERIA

It will be helpful to develop a list of high-level evaluation criteria to evaluate and compare the software applications you are interested in. These should reflect all of the most important software functions and attributes you identified in the previous needs analysis and project goals steps.

The criteria listed below are offered as a starting point to which you can add others that reflect your own particular needs and interests. They can be prioritized and assigned varying weights to create a scoring mechanism that reflects the relative significance of the criteria you select for the evaluation. This can further assist you in narrowing the field to a few strong candidates that can be compared and tested against one another.

- **User-Friendly Interface** – The software should be simple for employees to use. If it is too difficult, you won't get complete buy-in from the staff, which will make the system less effective. This was the most frequently mentioned response given by survey respondents when asked for advice about key performance factors.
- **Compatibility** – Is the product compatible with your agency's current IT environment and any anticipated changes to that environment?
- **Integration**—The software should readily integrate with the business (e.g., Office applications) and communications (e.g., email) software you already use.
- **Search Functionality** – When responding to a public records request, much depends on your ability to locate all relevant records, so search and retrieval capabilities are critical performance factors. The software should offer a variety of options—such as keyword and full-text searches—for quickly finding files.
- **Legal Requirements** – Will the product allow you to meet legal requirements such as record retention compliance, timely records request responses, and Joint Legislative Audit & Review Committee (JLARC) reporting requirements? Can it be readily updated as legal requirements change?
- **Help Features** – How robust are the software's help features? Do they include online tutorials, clear error messages, and procedural prompts?
- **Vendor Support** – Ask vendors to provide you with information on what is included in their packages, such as the level of support (installation, training, and/or maintenance) and the cost of that support. Will these options be available by phone or on-site?
- **Reporting Tools** – The software must be able to produce reports on system activities and the status of objects within its control for management, tracking, statistical, and general purposes.
- **Customization** – You should be able to modify the “out of the box” solution at little or no additional cost, to better fit your agency's unique operating environment.
- **Security and Access Controls** – This function controls which users have access to which information. The software should have the ability to assign rights and restrictions on the use or management of particular records. A few common security features include user access authentication, password encryption, audit reports, and notifications of unusual activity.
- **Metadata** – Look for software solutions that can readily capture, store and produce all relevant

metadata. Metadata is data about data. It is hidden information about electronic records that is automatically created by software programs, and it describes the history, tracking, and/or management of an electronic record. It is important to understand that metadata, in addition to the content of the record itself, is subject to disclosure under the PRA.

Determining how well the software you are evaluating meets these and other criteria you may add for your own purposes will have a significant impact on the overall experience of your system's end users and, potentially, on the ultimate success or failure of the system you choose.

Tip: It is imperative to choose a product that is user-friendly. If it requires too many clicks, logins, or is difficult, members of your organization are not going to use it.

You may also want to review some of the sample records management software RFPs referenced in [Appendix G](#) to see the types of evaluation criteria that have been used by other local governments.

SUGGESTED EVALUATION CRITERIA FROM SURVEY RESPONDENTS

We asked a group of local records grant recipients about the top evaluation criteria they used in selecting the records management software and here are a few of the insights they shared.

“

It was important to select software and hardware that were compatible and easy to use. To this end, we worked with other departments and agencies who had similar products, and discussed their experiences.

“

User-friendliness, PRA compliance (including notifications, redaction functions and JLARC reporting), functionality and cost were among our top considerations.

“

The most important feature/function we were looking for was a one-stop-shop for the end user (employee). We wanted them to be able to designate and access their “record” email from within the mailbox without having to go to yet another system with yet another logon. We also wanted a system that functions similar to what they are already using to make the transition seamless for the end-user.

“

Friendliness, I have to sell the software to staff and I need to train them. We need it to be usable. Searchability and compliance were very high. We need something to keep us in compliance and able to find records when needed.

“

User-friendly applications especially when you have various departments using the same program. PRA compliance along with annual reporting information, and the ability to incorporate redaction features to documents for sensitive information.

“

I wanted a vendor who was proactively adding features to assist in reporting to JLARC.

“

Ease of use and record extraction are the most important qualities to being able to meet public records request timelines.

“

We are looking for a program to manage our public records requests process. One that will track requests, aid in responding to the public, and provide important analytics for review.

“

One that was flexible and not rigid in the workflow ... had [vendor] staff that was familiar with how government works, user friendly application, and one that the city could afford to maintain in the years to come.

“

We wanted a records management program that had a user friendly interface for the public, also wanted it to be able to track records requests, provide the ability to redact records, the ability to create invoices, the ability for multiple departments to access the request and upload documents and the ability to store the information via the cloud for the purpose of going paperless.

GATHER PRODUCT INFORMATION

At some point you will need to begin the process of gathering more detailed information about the various software products that are available on the market. To help with this process, we have developed some [Records Management Software Summary tables](#) and [Software Profiles](#) that contain information about some of the most popular records management applications, including the software applications that are commonly used by the Washington local government agencies that we identified through surveys or other means.

The [Software Profiles](#) section provides a brief overview of each software product, including a “quick view” of several of the key functions that are supported by the software, links to product reviews and the vendor’s site, and information about customers, including, where possible, a list of Washington local government agencies that use a particular software product.

A review of available technical literature also plays an important role in evaluating software products. This information can be found in product brochures, technical specifications, white papers written by vendors and/or third parties, and, of course, the vendor’s own product website.



The Laserfiche Records Management Module will allow staff to apply DAN classifications at the time of document creation and the classification will follow the document through its lifecycle.

–2018 Technology Tools Grant Applicant

CONTACT OTHER LOCAL GOVERNMENT AGENCIES

Contact other local government agencies to learn about the types of records management software they are using and why. This will give you a better sense of what may work for your agency and, potentially, what you may want to avoid. When you have narrowed your search to just a few candidates, you can use our [Software Profiles](#) to contact staff in other Washington local government agencies that are using those software products.

Membership in organizations like the Washington Association of City and County Information Systems ([ACCIS](#)) can be very helpful in providing access to a network of local government IT professionals who actively share information about a full range of relevant IT topics, including information about software systems used by their members.

SCORE PRODUCTS AGAINST YOUR EVALUATION CRITERIA

In this step, competing software candidates are reviewed by your evaluation team and scored according to how well they are able to meet each of the evaluation criteria established in previous steps. Developing a set of questions related to each of the criteria will help to clarify their meaning and assign an appropriate score.

A weighted score can be computed for each of the criteria by multiplying the weight assigned to each of the criteria by the product score. A weighted score helps to ensure that the most important criteria are given due consideration. Totals for each product can then be computed and compared.

TEST BEFORE YOU BUY

You should test software products to the greatest extent possible before you buy them. If you know of another local agency that uses the software you are interested in, arrange to meet with them to see how it is working and ask them questions about their experience with both the software and the vendor. Verify how each product handles tasks such as records searching, system queries, help requests, report generation, and other key tasks. Does the product perform as advertised? Does it provide all of the functionality that appears on your “wishlist” of desired attributes?

Tip: Consider implementing a small scale pilot to test functionality, determine customization requirements, identify any unanticipated problems (including how to solve them), and to gauge staff acceptance.

Be sure to take advantage of any free software trial periods the vendor may be offering. Even though you have taken steps to learn as much as you can about a particular application in advance, it is still difficult to know exactly how a particular solution will work for your organization before you have had some time to actually use it in your own environment.

UNDERSTAND SOFTWARE COSTS

The overall costs of records management software will depend on a number of factors, including how widely it will be rolled out within your organization, the level of optional functionality selected, the level of configuration or customization that will be required, the extent of initial data migration, and the level of integration with existing IT systems.

It is also essential to understand the vendor’s licensing requirements and cost structure. Software vendors may have one-time annual license fees or alternatively, they might offer monthly subscription fees. Maintenance costs are additional and are usually based on a percentage of software and license costs. Multi-function software vendors usually do not openly disclose their prices but will provide a quote upon request. Generally, software prices are negotiable for larger engagements.

For on-premise solutions, upfront costs can be higher for hardware and licensing fees. By comparison cloud-based solutions tend to be cheaper, since you usually only need to worry about monthly or yearly subscription costs.

Our [Software Profiles](#) section includes links to vendor-provided cost information for each of the profiled applications where it is available.

Tip: Know what is included in the price of the software. Inexpensive software may become more costly if you include maintenance and upgrade costs.

REVIEW PROCUREMENT PROCEDURES

When acquiring software services, local governments need to comply with their applicable procurement requirements. For general information on what is required, MRSC and SAO have developed a helpful [Find your Contracting Requirements](#) tool that explains the legal requirements based on type of agency and type of contract. Select *Purchase of goods, equipment, supplies, or materials not connected with a public works project* and then follow the prompts.

[RCW 39.04.270](#) provides an additional option for purchases of “electronic data processing and telecommunications systems,” including equipment, software and services. The statute provides for a “competitive negotiation” Request for Proposal (RFP) process that allows agencies to specify their particular software needs and requirements and rely on vendors to respond with proposals that are designed to meet those specifications. This alternative process requires, at a minimum:

- A request for proposals (RFP) must be published in a newspaper of general circulation at least 13 days before the submission deadline.
- The RFP must be submitted to an adequate number of qualified sources, as determined by the agency, to permit reasonable competition.
- The RFP must identify significant evaluation factors, including price, and their relative importance.
- The agency must provide reasonable procedures for technical evaluation of the proposals, identification of qualified sources, and the selection process for awarding the contract.
- The contract must be awarded to the qualified bidder whose proposal is “most advantageous” to the agency.
- The agency may reject all proposals for good cause and request new proposals.

A carefully constructed RFP can go a long way toward helping your organization find the best software solution and vendor for your particular needs. [Appendix G](#) contains links to several sample RFPs issued by Washington state and local government agencies, and a few from out-of-state, that will be worthwhile reviewing regardless of the particular procurement approach you may decide to use.

Another alternative would be to use a less formal Request for Information (RFI) process where you simply request information from vendors to learn about the range of software applications that are available. This process can be useful for comparing and contrasting software functions and features and for finding vendors that might be a good match for you. You can then follow up with a more formal RFP process once you have a better idea of what is available.

For more on purchasing using [RCW 39.04.270](#), please see MRSC’s [Purchasing Goods, Materials, Equipment and Supplies](#) page.

State Assistance Programs

In addition to the records management training and consultation services provided by their regional branches, the Washington Secretary of State's Archives Office also offers two programs, the **Local Records Grant Program** and **Enterprise Content Management Initiative**, that provide direct support to local government agencies for the procurement of public records management hardware and software tools.

“

We have already been involved in two PRA lawsuits, therefore council and staff understand the need for public records software and important annual investment this will be.

– 2018 Technology Tools Grant Applicant

LOCAL RECORDS GRANT PROGRAM

The Washington State Archives administers the **Local Records Grant Program** to provide limited financial assistance to help local agencies to improve their records management programs. The grant program is designed to help local governments that are at various levels of records management sophistication.

For those agencies who are still dealing with unwieldy collections of paper records, there is an **“Organizing the File Room”** grant to get paper records organized and to destroy/transfer records that have met their minimum retention period.

Once an agency's paper records are in order, it may then be possible to proceed with a digital imaging project designed to get paper records scanned and digitized. For this purpose, Archives also has a **“Digital Imaging”** grant in which agencies can choose to have their records scanned by either the Archives' Imaging Services Unit or another vendor.

This, in turn, can help to lay the foundation for the introduction of a range of technology tools that can greatly improve the efficiency and effectiveness of your overall records management program, including improved storage, search, retrieval, retention, redaction and other related tasks. For this purpose, Archives offers a **“Technology Tools”** grant that can fund both hardware and software purchases. Hardware might include devices like scanners and laptops. Software (including software as a service) can include systems for public records request tracking, redaction, capturing and managing social media, text messages, and website content, up to more sophisticated enterprise content management systems.

In 2018, the Archives' local records grant program awarded 66 “Organize the File Room” grants, 40 “Digital Imaging,” and 29 “Technology Tools” grants to Washington local government agencies in their **first** and **second** grant cycles.

ENTERPRISE CONTENT MANAGEMENT (ECM) INITIATIVE

To assist state and local agencies with the acquisition enterprise content management systems, the Washington State Archives, through their [Enterprise Content Management \(ECM\) Initiative](#), signed a master contract with three ECM vendors, including [OPENTEXT](#), [Hyland](#) and [Laserfiche](#). ECM solutions can help organizations to effectively and efficiently capture, manage, store, preserve and deliver information from beginning (point of creation) to end (ready for destruction/transfer). Currently there are roughly 20 local government entities (cities, counties and special districts) that are using the ECM master contract.

Part of the strategy with an ECM is to eliminate organizational “silos” where records are managed separately in different departments, which can slow records search and retrieval efforts. State and local government agencies can now use the master contracts to purchase products and services directly from these vendors. The Department of Enterprise Services is the agency that administers all of the master contracts. For more information, see their [Enterprise Content Management Master Contracts Summary](#) page and Archives’ [Enterprise Content Management - An Introduction](#) YouTube video.

“

Implementing the ECM system will allow us to create a centrally accessible filing system for electronic records, reducing duplication and improving access to records across city departments.

– 2018 Technology Tools Grant Applicant

Records Management Software Profiles

The Records Management Software Profiles in the following pages contain information about some of the most popular applications used for records management, including some software applications commonly used by Washington local government agencies that we identified through surveys or other means. The information presented in the Software Profiles section offers a convenient way to review a wide variety of software tools and can help to narrow your search to the tools that are most appropriate for your needs.

Data Collection Methodology

Much of the descriptive information in the Software Profiles was gathered directly from the vendors' product websites and placed into the guide.

In doing so, not all the available information was selected. You should always check with the software vendor for a more complete description of the available software. Software Profile information is current as of January 2019.

We surveyed Washington local government agencies and gathered data from several other sources to determine what types of records management software products they are using.

The data in these profiles is limited to the software products and agencies that participated in our survey and that we were able to identify through other data gathering efforts, and does not represent a comprehensive listing of software used by all Washington local government agencies.

Appendices

In addition to these profiles, we included appendices with information gathered through the same process described above. These pages are included following the profiles. The data in the appendices, while not as detailed, includes important information about usage by different jurisdictions across Washington state, as well as several software products not included in the profiles. While we attempted to include relevant software products in the profiles, there may be an option more suited to your agency needs listed in the appendices.

SOFTWARE PROFILES KEY

All of the records management software products listed below are linked to individual software profile pages that include information about the following: software type, key software functions, brief software description, known Washington local government customers, vendor-provided customer links, product review links, cost information, integration and inputs notes, and links to the vendor sites.

Click on software products listed below to get to detailed profile pages.

MULTI-FUNCTION

Software that combines a range of capabilities and services into more full-featured records management systems.

SPECIALTY

Off-the-shelf software that performs specific records management tasks, often focusing on specific types of content and records.

Software Functions

Find the software that includes the features you need by color. Definitions for these features are included on the narrative portion of this guide, as well as the following page.

Archiving/Storage

Search/Retrieval

Redaction Tools

Tracking/Reporting

Workflow Management

Public Facing Portal

Software Function Definitions

■ **Archiving/Storage** – Archiving and storage applications provide efficient storage and enhanced electronic search capability. Archived records must be stored for long-term reference and/or retention compliance. Archiving is not backup (i.e. another copy of data for disaster recovery).

■ **Search/Retrieval** – Robust search and retrieval tools that allow users to combine powerful boolean searches, metadata searches, and full-text searches are essential for an effective electronic records management system. You want a system that makes it easy to search document information and text to quickly locate what you need. Ideally, this should be done from a single search platform, similar to having your own Google search within your client files.

■ **Redaction Tools** – Redaction tools are used to edit content and, thereby, selectively and reliably remove information from documents or websites before sharing the remaining content with someone who is not authorized to see the entire original document. Redaction tools also have the ability to redact what can be seen and heard in video files like those produced by police body cameras.

■ **Tracking/Reporting** – Reporting tools allow records management professionals to make informed, data-driven decisions that encourage continuous improvement. Reporting provides visibility into access, actions, and history of all records and documents stored within the application. A few standard reporting capabilities include disposition reports, data activity reports, workflow metrics reports, and security logs.

■ **Workflow Management** – Workflow management tools replace the traditional paper flow within an organization with automated, rules-based processes. Workflow management software “knows” all the procedures and steps within a procedure, and can automatically determine whether the process is ready to move to the next step. Workflow software typically integrates with other applications like document management software, databases, and email to provide process continuity between separate systems.

■ **Public Facing Portal** – Public facing open-data portals allow governments to provide or send records online, eliminating the need to make paper copies or use portable storage devices. Portals that include request management tools facilitate processes for receiving and responding to public records requests, including request tracking, report generation, and direct access to view and download some records.

Multi-Function Software Profiles

Archiving/Storage

Search/Retrieval

Redaction Tools

Tracking/Reporting

Workflow Management

Commvault *Complete Backup & Recovery*, along with Commvault *Activate*, provide enterprise content management application tools that allow organizations to capture, store, manage, and find their data.

Complete Backup & Recovery stores and manages information archived from endpoints, email, applications, databases, and servers, while *Activate* provides the search, workflow management, and ediscovery tools to locate relevant archived data, and enforce data policy and governance.

WASHINGTON GOVERNMENT CUSTOMERS

Cities – Kent, Shoreline

Special Purpose Districts – Benton-Franklin Health District, Spokane Regional Health District

COST

Request quote

FREE TRIAL

Available

INTEGRATION & INPUTS

Exchange, SharePoint, Google Cloud, and more

DEPLOYMENT

Cloud, on-premise

OTHER CUSTOMERS

San Mateo County (CA), Aberdeenshire Council (Scotland), and other organizations worldwide

See case studies at

[Commvault](#)

REVIEWS

See reviews at:

[IT Central Station](#) | [G2 Crowd](#)
[Gartner Peer Insights](#)

Archiving/Storage

Search/Retrieval

Redaction Tools

Tracking/Reporting

Workflow Management

DocStar *ECM* is an enterprise content management software product that manages the capture, access, and retrieval of enterprise content from applications and file systems on any input device. Content captured includes paper, emails, images, records and documents from various business systems.

DocStar software automatically enforces document retention and records management policies, and offers automated workflows and version control to track revisions in real time.

COST

Request quote

FREE TRIAL

Not available

INTEGRATION & INPUTS

Microsoft Dynamics, Sage ERP, Oracle, and more

DEPLOYMENT

Cloud, on-premise

OTHER CUSTOMERS

Camden (NJ), Kansas School District, New Hanover (PA), Thornbury Township (PA), and other organizations

See case studies at [DocStar](#)

WASHINGTON GOVERNMENT CUSTOMERS

City – Mount Vernon

Archiving/Storage

Search/Retrieval

Redaction Tools

Tracking/Reporting

Workflow Management

DocuWare provides enterprise content management software that captures, archives and organizes information from a broad range of sources, including messages and attachments from email accounts, using automated import and indexing routines.

It also offers the capacity to remove data and documents automatically according to preset parameters to comply with data protection and legal requirements.

WASHINGTON GOVERNMENT CUSTOMERS

Special Purpose District – Spokane Regional Health District

COST

Request quote

FREE TRIAL

Available

INTEGRATION & INPUTS

Quickbooks, Microsoft Dynamics, Outlook, SharePoint, Sage, and more

DEPLOYMENT

Cloud, on-premise, hybrid

OTHER CUSTOMERS

Town of Henrietta (NY), Porter County Sheriff's Office (IN), Tippecanoe County (IN), and other organizations worldwide

See case studies at

[DocuWare](#)

REVIEWS

See reviews at [Capterra](#) | [Featured Customers](#)

Archiving/Storage

Search/Retrieval

Redaction Tools

Tracking/Reporting

Workflow Management

Global Relay provides electronic communications archiving and content management application tools through its *Archive* and *Search* software. These two products, in combination, capture, process, and preserve electronic communications data from various sources in real time, and make it available for instant search, culling, analysis, review, and production.

Global Relay stores more than 50 data types, including email, IM, texts, social media, voice, and web, in a unified cloud-based archive with federated search and policy management capacity. It can document user and system activity, including the full lifecycle of every archived communication from import to deletion.

COST

Request quote

FREE TRIAL

Not Available

INTEGRATION & INPUTS

Exchange, Gmail, Skype, Twitter, YouTube, and more

DEPLOYMENT

Cloud

OTHER CUSTOMERS

American Portfolios
Financial Services
(NY), Standard Bank of
South Africa, and other
organizations worldwide

See more at [Global Relay](#)

REVIEWS

See reviews at [Gartner Peer Insights](#)

Archiving/Storage

Search/Retrieval

Redaction Tools

Tracking/Reporting

Workflow Management

Jatheon *Archiving Suite* and *Cloud* provide content management software that supports ediscovery and governance features for long-term storage and dynamic monitoring of email, social media, and mobile calls & texts.

Additionally, Jatheon offers regulatory compliance tools that enable users to define data retention periods, and to record and monitor actions using an audit trail feature.

WASHINGTON GOVERNMENT CUSTOMERS

Special Purpose District – Spokane Public Schools

COST

Email cloud archive: \$30 per user annually for small-midsize organizations

Inquire for other products

FREE TRIAL

Available for cloud archive

INTEGRATION & INPUTS

Exchange, Office 365, Gmail, Novell, Lotus, & more

DEPLOYMENT

Cloud, on-premise, appliance

OTHER CUSTOMERS

Georgetown (TX), Okaloosa County (FL), Ridgefield Public Schools (CT), and other organizations worldwide

See more at [Jatheon](#)

REVIEWS

See reviews at [Capterra](#)

Archiving/Storage

Search/Retrieval

Redaction Tools

Tracking/Reporting

Workflow Management

Public Facing Portal

Laserfiche offers enterprise content management software that provides workflow tools which automate processes such as the capture, storage, retrieval, routing, & review of documents, including email and other unstructured data.

It also provides the option of making archived information accessible through a public facing portal.

WASHINGTON GOVERNMENT CUSTOMERS

Cities – Auburn, Bainbridge Island, East Wenatchee, Everett, Kent, Lake Stevens, Montlake Terrace, Moses Lake, Pasco, Redmond, Renton, Yakima

Counties – Cowlitz, Grays Harbor, San Juan, Skagit

Special Purpose Districts – Port of Kalama, Port of Kennewick, Ridgefield School District

Other Agency – Transit Insurance Pool

COST

Request quote

FREE TRIAL

Available for Laserfiche Cloud

INTEGRATION & INPUTS

Office 365, CRM & ERP systems, GIS, payment gateways, and more

DEPLOYMENT

Cloud, on-premise

OTHER CUSTOMERS

Long Beach (CA), Oakland County (MI), North County Transit District (CA), Rochester (NY), and other organizations worldwide

See case studies at [Laserfiche](#)

REVIEWS

See reviews at [G2 Crowd](#)

Archiving/Storage

Search/Retrieval

Redaction Tools

Tracking/Reporting

Workflow Management

Micro Focus offers enterprise content management capabilities through two products: *Digital Safe*, and *Retain Unified Archiving*. While both are unified archiving software, *Digital Safe* offers cloud-based archiving of multiple forms of structured and unstructured data, including key forms of electronic communication, while *Retain Unified Archiving* offers on-premise and in the cloud archiving of all communications data, including email, social media, and mobile.

Retain Unified Archiving is accessible by end users and administrators directly through a *Web Access Archive Viewer* interface that enables access, search and audit of archived data. It also can implement message deletion policies, allowing the removal of emails from the server after being archived, or after exceeding retention age.

COST

Request quote

FREE TRIAL

Available for Unified Archiving

INTEGRATION & INPUTS

Exchange, Office 365, Gmail, GroupWise, Bloomberg, IBM Notes systems, and more

DEPLOYMENT

Retain Unified Archiving:
Cloud, on-premise

Digital Safe: Cloud

OTHER CUSTOMERS

Roosevelt Island Operating Corporation (NY), and other organizations

See Roosevelt Island case study at [Micro Focus](#)

REVIEWS

See reviews in [Gartner Peer Insights](#)

Archiving/Storage

Search/Retrieval

Redaction Tools

Tracking/Reporting

Workflow Management

Public Facing Portal

OnBase by Hyland is an enterprise content management application that manages content, processes, and distribution of documents and emails throughout the enterprise content lifecycle, from inception to archiving and destruction.

OnBase has the capacity to manage retention plans and offers multiple destruction options.

WASHINGTON GOVERNMENT CUSTOMERS

Cities – Bellingham, Spokane

Counties – Chelan, Grays Harbor, Walla Walla

COST

Request quote

FREE TRIAL

Not available

INTEGRATION & INPUTS

Office 365, SharePoint, and 500 more enterprise, email, and office applications

DEPLOYMENT

Cloud, on-premise

OTHER CUSTOMERS

Town of Gilbert (AZ), Village of DeForest (WI), and others

See more at [OnBase](#)

REVIEWS

See reviews at [Capterra](#) | [G2 Crowd](#)

Archiving/Storage

Search/Retrieval

Redaction Tools

Tracking/Reporting

Workflow Management

OpenText *ECM* software is an enterprise content management software suite that manages information flows of structured and unstructured data across the organization, from capture to archiving and disposition.

OpenText software allows automatic application of retention policies and governance compliance mandates.

WASHINGTON GOVERNMENT CUSTOMERS

City – Redmond

County – Pierce County Planning and Public Works Dept.

Special Purpose Districts – Eatonville School District, Snohomish County Public Utility District No. 1

Other Agency – Washington State Dept. of Health

COST

Request quote

FREE TRIAL

Not available

INTEGRATION & INPUTS

Microsoft and SAP applications, Oracle, & more

DEPLOYMENT

Cloud, on-premise

OTHER CUSTOMERS

Clark County (NV), Los Angeles County Dept. of HR (CA), and other organizations worldwide

See case studies at

[OpenText](#)

REVIEWS

See reviews at [Featured Customers](#) | [Gartner Peer Insights](#)

Archiving/Storage

Search/Retrieval

Redaction Tools

Tracking/Reporting

Workflow Management

Smarsh offers records management software that provides archiving, search and redaction tools for electronic communications content. It also partners with Next Request to provide a public request portal.

Smarsh software supports over 80 different communications channels, including mobile text messages, web, social media, and instant messages. Electronic communications content is captured in its native format, with message threading to show messages in their original context. All conversations are automatically indexed and searchable by person, message type and keywords.

WASHINGTON GOVERNMENT CUSTOMERS

Cities – Auburn, Maple Valley, Mill Creek, Prosser, Redmond, Shoreline, Spokane

Counties – Benton, Pacific County Board of Commissioners

Special Purpose District – Benton-Franklin Health District, Mason Transit Authority, Spokane Regional Health District

Other Agency – AWC/RMSA

COST

Varies based on organization size and required modules

See pricing at [Smarsh](#)

FREE TRIAL

Not available

DEPLOYMENT

Cloud, on-premise

OTHER CUSTOMERS

Arizona Dept. of Health Services, Orlando (FL), U.S. Dept. of Commerce, among 6,500 others worldwide

See more at [Smarsh](#)

REVIEWS

See reviews in [Crowd Reviews](#) | [Gartner Peer Insights](#)

Archiving/Storage

Search/Retrieval

Redaction Tools

Tracking/Reporting

Workflow Management

Veritas *Enterprise Vault* is an enterprise content management software product that centralizes retention management across email, files, social media, and more. The software enables users to store, manage, and discover structured and unstructured information across their organizations. The data archived is indexed, classified, de-duplicated and can be securely stored on various types of storage platforms. Granular retention rules can be assigned to keep content as needed.

COST

Request quote

FREE TRIAL

Available

INTEGRATION & INPUTS

AWS, Office 365, OneDrive, SharePoint Online, & more

DEPLOYMENT

Cloud, on-premise, hybrid

WASHINGTON GOVERNMENT CUSTOMERS

City – Spokane

Special Purpose District – Energy NW (eDiscovery Tool), Grant County Public Utility District

OTHER CUSTOMERS

California Dept. of Corrections & Rehabilitation, Dorset Police (UK), Florida School district, and other organizations worldwide

See more at [Veritas](#)

REVIEWS

See reviews at [G2 Crowd](#)

Specialty Software Profiles

Redaction Tools

Adobe *Acrobat Pro* (or *Document Cloud*) is a PDF creation and editing software product that features a redaction tool that can remove sensitive information across a host of documents.

Many of the Washington jurisdictions listed below reported that using *Adobe Acrobat Pro* is easy and inexpensive.

To learn how to use *Acrobat Pro* as a redaction tool, see the instructions provided online by One Legal: [How to Correctly Redact a PDF](#).

COST

\$15 monthly but varies with enterprise discount

FREE TRIAL

Available

DEPLOYMENT

Cloud, on-premise

WASHINGTON GOVERNMENT CUSTOMERS

Cities – Cheney, Ephrata Police Dept., Lake Stevens, Lynnwood, Mukilteo, Olympia Police Dept., Pasco, Prosser, Redmond, Selah, Sequim, Spokane, Yakima

Counties – Clallam, Grays Harbor, Kitsap, Kittitas, Pierce County Planning and Public Works Dept., Spokane

Special Purpose Districts – Benton-Franklin Health District, Franklin Public Utility District, Mason Transit Authority, Port of Friday Harbor

Other Agencies – Energy NW, South Sound 911, Washington State Department of Enterprise Services, AWC/RMSA

Search/Retrieval

Redaction Tools

Tracking/Reporting

Workflow Management

Public Facing Portal

Airlift Respond is a cloud-based records request management software product that facilitates the processing of public requests for public information, permits, licenses, and initiating requests for a wide variety of services.

Airlift Respond includes as part of its reporting feature an additional report built especially for tracking JLARC metrics. Agency-specific information, such as reasons why a public record request might be denied, can be configured in Respond's administration settings.

COST

Request quote

FREE TRIAL

Not available

INTEGRATION & INPUTS

BidTree, Box, DocuSign, Adobe eSign, Quillix, Wordpress, and more

DEPLOYMENT

Cloud

WASHINGTON GOVERNMENT CUSTOMERS

Cities – Algona, Kent, Liberty Lake, Tacoma, Vancouver, Yakima

Counties – Asotin, Pend Oreille, Yakima

Other Agency – Snohomish County 911

Archiving/Storage

Search/Retrieval

Archive Social is a software product that specializes in social media archiving for government, law enforcement, and education.

The software captures and preserves information shared on social media and provides search and export features of the records.

COST

\$200 to \$600 monthly depending on volume

FREE TRIAL

Available

DEPLOYMENT

Cloud

WASHINGTON GOVERNMENT CUSTOMERS

Cities – Olympia, Seattle, Shoreline, Spokane, Stanwood, Yakima

Counties – Grays Harbor, Skagit, Snohomish

Special Purpose Districts – Port of Kalama, Richland School District

Other Agency – Washington Secretary of State’s Office

OTHER CUSTOMERS

Austin (TX), Dallas (TX), Deerfield Beach (FL), Framingham (MA), Fremont (CA), Washington D.C., and other organizations

See more at [Archive Social](#)

REVIEWS

See reviews in [Capterra](#)

Archiving/Storage

Search/Retrieval

AV CaptureAll is a specialized application that is used to record meetings, and to manage and share recordings including related documents.

The software records audio and video, integrating agendas, minutes, and related documents. The document content is synchronized with the audio/video stream, then indexed and immediately searchable when published online. Once published, staff and citizens can view any part of the audio/video on-demand, while following along with the synchronized agenda, minutes, and related documents.

WASHINGTON GOVERNMENT CUSTOMERS

Cities – Bothell, Chehalis, Fife, Friday Harbor, Gig Harbor, Kent, Marysville, Normandy Park, Tukwila, Yelm

Counties – Grays Harbor, Island, San Juan, Skagit, Walla Walla

Special Purpose District – Port of Walla Walla

COST

Request quote

FREE TRIAL

Not available

DEPLOYMENT

On-premise

OTHER CUSTOMERS

Bozeman (MT), Jefferson County (MO), Monroe (WI), Moore County (NC), Shasta County (CA), Watauga (TX)

See more at [AV CaptureAll](#)

Archiving/Storage

Search/Retrieval

Redaction Tools

Tracking/Reporting

Workflow Management

Barracuda *Archiving* is a records management software product that specializes in capturing and storing email data, instant messages, and some non-email data such as appointments, contacts, tasks, and notes, allowing their quick search and retrieval.

Barracuda's search capabilities include boolean search strategies for audits and ediscovery, as well as federated search for locating data archived across multiple *Message Archiver* appliances and in the Barracuda cloud.

COST

Request quote

FREE TRIAL

Available

INTEGRATION & INPUTS

Exchange, Office 365, Gmail, and more

DEPLOYMENT

Cloud, on-premise, appliance

WASHINGTON GOVERNMENT CUSTOMERS

Cities – Auburn, Bellingham, Lacey, Lake Stevens, Mill Creek, Pasco, Port Orchard

Counties – Chelan, Grays Harbor, Kitsap

Special Purpose District – Benton-Franklin Health District

Other Agency – AWC/RMSA

OTHER CUSTOMERS

Lebanon (TN), South Carolina Dept. of Corrections, and other organizations worldwide

See testimonials at [Barracuda](#)

REVIEWS

See reviews at [Capterra](#)

Archiving/Storage

Search/Retrieval

Redaction Tools

Tracking/Reporting

Workflow Management

Collabware CLM (Content Lifecycle Management product) is an integrated case management, workflow, search, and records management software product that specializes in managing SharePoint content.

The software enables configuration of rules & automates classification, retention, security & disposition of content.

Collabware CLM is certified by the U.S. Department of Defense for meeting Records Management Standard Directive 5015.2, which defines required system interfaces and search criteria, and outlines the minimum records management conditions requirements on current National Archives and Records Administration (NARA) regulations.

WASHINGTON GOVERNMENT CUSTOMERS

City – Richland

Special Purpose District – Benton-Franklin Health District

COST

Request quote

FREE TRIAL

Available

INTEGRATION & INPUTS

Office 365, SharePoint

DEPLOYMENT

On-premise

OTHER CUSTOMERS

Orange County
Transportation Authority
(CA), Port of Montreal
(Canada), Sooke (Canada),
and other organizations

See more at [Collabware](#)

Archiving/Storage

Search/Retrieval

Redaction Tools

Tracking/Reporting

Workflow Management

DocuXplorer is a software product that specializes in document management and storage.

The software provides tools that facilitate finding, sharing and accessing documents, both scanned-in paper and electronic. DocuXplorer provides security and audit features that are compliant with SEC, FINRA, Sarbanes-Oxley and HIPAA regulations.

COST

\$500 starting rate

FREE TRIAL

Available

DEPLOYMENT

Cloud, on-premise

WASHINGTON GOVERNMENT CUSTOMERS

Special Purpose District – Port of Whitman County

OTHER CUSTOMERS

Claims Resource Management Inc. (CA),
Valley Regional Surgery Center (OH)

See more at [DocuXplorer](#)

REVIEWS

See reviews in [Capterra](#)

Search/Retrieval

Redaction Tools

Tracking/Reporting

Workflow Management

Public Facing Portal

Exterro software specializes in providing information governance, ediscovery, and legal hold tools.

The *Exterro Platform* offers an integrated solution that unifies all of its ediscovery and information governance products. Its integration hub connects to a broad range of third party tools, system applications, and data sources, enabling processes across applications. It also combines processing with collection and offering documents for review almost immediately after the collection process is started.

Additionally, Exterro provides an *FOIA & Public Records Response* software product that features a public facing portal for submitting and tracking requests.

WASHINGTON GOVERNMENT CUSTOMERS

Other Agency – Washington Attorney General’s Office

COST

Request quote

FREE TRIAL

Not available

INTEGRATION & INPUTS

Office 365, SharePoint, Gmail, Lotus Notes, Oracle Database, SAP and more

DEPLOYMENT

Cloud, on-premise, hybrid

OTHER CUSTOMERS

Baltimore (MD), Denver (CO), Las Vegas Valley Water District, South Carolina Ports, U.S. Dept. of Justice, and others worldwide

See more at [Exterro](#)

REVIEWS

See reviews at [G2 Crowd](#)

FileLocator

SPECIALTY SOFTWARE

Search/Retrieval

Tracking/Reporting

FileLocator *Pro* from Mythicsoft is a software product that specializes in document search, data discovery, and can serve as a search engine with some support for pst files.

WASHINGTON GOVERNMENT CUSTOMERS

County – Kittitas

COST

\$50 per license - start rate

FREE TRIAL

Available

INTEGRATION & INPUTS

Outlook and more

DEPLOYMENT

On-premise

OTHER CUSTOMERS

Los Alamos National Laboratory, U.S. Securities and Exchange Commission, and other organizations worldwide.

See more at [Mythicsoft](#)

REVIEWS

See reviews at [Download](#)

mythicsoft.com/filelocatorpro | Cambridge, United Kingdom | 44.0.1865.582.142

Search/Retrieval

Redaction Tools

Tracking/Reporting

Workflow Management

Public Facing Portal

GovQA FOIA is a public request management platform that can work across government departments providing a public portal to collect and display requests. Additionally, the software has redaction tools, internal workflow and project management capabilities, and can partner to provide archiving of social media. The system can be customized for compliance with all of the state's laws.

COST

Request quote

FREE TRIAL

Not available

DEPLOYMENT

Cloud

WASHINGTON GOVERNMENT CUSTOMERS

Cities – Auburn, Bellevue, Bellingham, Centralia, Centralia Police Dept., Everett, Kent, Kirkland, Lynnwood, Mount Vernon, Olympia, Olympia Police Dept., Port Angeles Police Dept., Pullman Police Dept., Redmond, Renton, Seattle, Sequim, Spokane, Tukwila

Counties – Clallam, Ferry County Prosecuting Attorney's Office, Franklin, King County Sheriff's Office, Pierce County Planning & Public Works Dept., San Juan, Snohomish, Spokane, Thurston County Prosecuting Attorney's Office

Special Purpose Districts – Snohomish Health District

Other Agencies - South Sound 911, Washington State Patrol, AWC/RMSA

OTHER CUSTOMERS

Dallas (TX), New York State, San Antonio (TX), Riverside (CA), and over 1,000 other public sector organizations

See case studies at [GovQA](#)

Archiving/Storage

Search/Retrieval

Redaction Tools

Tracking/Reporting

Workflow Management

Metalogix is a software suite from Quest that specializes on managing content from Microsoft Office 365, OneDrive, and SharePoint.

Archive Manager For Files connects to file servers and re-directs documents onto separate storage tiers, while controlling how long messages are archived in accordance with government and internal regulations.

Archive Manager For Exchange offers email archiving capabilities.

ControlPoint enables permissions, auditing, reporting and governance policies for SharePoint.

COST

Request quote

FREE TRIAL

Available

DEPLOYMENT

Cloud, on-premise, hybrid

OTHER CUSTOMERS

Colorado Parks and Wildlife, U.S. Dept. of State Bureau of Public Affairs, and over 20,000 other customers

See more at [Metalogix](#)

REVIEWS

See reviews at [Gartner Peer Insights](#)

WASHINGTON GOVERNMENT CUSTOMERS

City – Bellevue

Redaction Tools

Tracking/Reporting

Workflow Management

Public Facing Portal

NextRequest is a records request management software product that includes electronic records workflow management, redaction, and reporting tools, along with its public request web interface.

It has a partnership with Smarsh to provide archive and search features.

WASHINGTON GOVERNMENT CUSTOMERS

Cities – Bainbridge Island, Lakewood, Mercer Island, Pasco

Special Purpose Districts – Monroe School District 103, Port of Seattle, Port of Tacoma, Renton Fire Regional Fire Authority

Other Agency – Washington State Dept. of Licensing

COST

Request quote

FREE TRIAL

Available

OTHER CUSTOMERS

Middleborough (MA), San Diego (CA), Sacramento County (CA), University of New Mexico

See case studies at [NextRequest](#)

REVIEWS

See reviews in [G2 Crowd](#)

Archiving/Storage

Search/Retrieval

Redaction Tools

Tracking/Reporting

Office is an email and Microsoft productivity suite that at the Enterprise level plans includes retention, archive, discovery, and reporting tools for documents and emails when combined with SharePoint.

Office is deployed on-premise and Office 365 is offered as a cloud-based subscription.

COST

Varies based on organization size and required modules

See pricing at [Microsoft](#)

See government plans [here](#)

FREE TRIAL

Available

DEPLOYMENT

Cloud, on-premise

WASHINGTON GOVERNMENT CUSTOMERS

Cities – Burlington, Marysville Police Dept. (Access, Excel), Pasco (Access), Selah (Excel), Sequim (Excel)

Counties – Walla Walla, Grays Harbor (Excel), Spokane (Excel)

Special Purpose Districts – Cattle Point Water District, Mason Transit Authority (Excel), Port of Kalama, San Juan Co. Fire Protection Dist. No. 4, Spokane Regional Health District (OneDrive), Yakima Regional Clean Air Agency

Archiving/Storage

Search/Retrieval

Redaction Tools

Tracking/Reporting

Workflow Management

Public Facing Portal

PageFreezer software specializes in archiving websites, social media, and enterprise collaboration in real time, allowing review in one cloud-based dashboard. Retention schedules can be set in this dashboard, so that data is purged after the appropriate time period.

The software also enables archived data to be made searchable to the public in a customizable portal.

It can additionally streamline the management of open records requests by providing the option of organizing archives into cases that can be collected, exported and shared with third parties or other government integrations like GovQA.

COST

Request quote

FREE TRIAL

Not available

DEPLOYMENT

Cloud

OTHER CUSTOMERS

Sacramento (CA), Central Utah Water Conservancy District, and more

See testimonials at

[PageFreezer](#)

REVIEWS

See reviews in [G2 Crowd](#)

WASHINGTON GOVERNMENT CUSTOMERS

Cities – Arlington, Mill Creek, Mountlake Terrace, Shoreline

County – King

Special Purpose Districts – Kitsap Public Health District, Port Ludlow Fire and Rescue, South Kitsap Fire and Rescue, Spokane Public Schools

Other Agencies – Washington State Dept. of Health, Washington State Parks, AWC/RMSA

pagefreezer.com | Vancouver, B.C., Canada | 1.888.916.3999

Search/Retrieval

Tracking/Reporting

Workflow Management

X1 provides several search-focused software products. Its *Search* product indexes, searches, and quickly reports on Outlook and Office file content. Additional products include *Insight and Collection* which focuses on the ediscovery workflow, *Audit and Compliance* which facilitates compliance with internal policies, data audits, and regulatory requirements, and *Social Discovery* which allows for collection and searching of data from social networks and the Internet.

COST

\$96 dollars per X1 Desktop license

Inquire for other products

FREE TRIAL

Not available

INTEGRATION & INPUTS

Gmail, Outlook, SharePoint, Twitter, YouTube, and more

WASHINGTON GOVERNMENT CUSTOMERS

County – Walla Walla

OTHER CUSTOMERS

Care Canada, U.S. Dept. of Homeland Security, U.S. Army and other organizations worldwide

See case studies at [X1](#)

REVIEWS

See reviews at [G2 Crowd](#)

Archiving/Storage

Search/Retrieval

Redaction Tools

Tracking/Reporting

Workflow Management

ZyLAB offers software that facilitates the collection, classification, indexing, processing, and automated redaction of enterprise data. With a focus on public records disclosure and ediscovery, it also has search and internal workflow process reporting and management.

WASHINGTON GOVERNMENT CUSTOMERS

County – Pierce County Planning and Public Works Dept.

COST

Request quote

FREE TRIAL

Available

INTEGRATION & INPUTS

Office 365, SharePoint, files

DEPLOYMENT

Cloud, on-premise

OTHER CUSTOMERS

Scottsdale (AZ), U.S. Dept. of Agriculture, and 2 million other organizations worldwide

See case studies at [ZyLAB](#)

REVIEWS

See review in [eDiscovery Buyers Guide](#)

Appendices














The software summary tables in [Appendix A](#), [Appendix B](#), and [Appendix C](#) provide a quick overview of each of the multi-function, specialty, and custom software applications in the Software Profiles, including their primary features, a brief product description, the number of jurisdictions that use the software and links to the software vendors' sites. The listed software products are linked to individual Software Profiles where you can find more detailed information about each of them. A few additional software products not included in the profiles are listed in the summary tables.

[Appendix D Software Listed by Government Agency User](#), provides a complete listing of the software products used by Washington government agencies identified in our survey and other data gathering efforts, while [Appendix E, Government Agencies Listed by Software Used](#), provides the opposite view, listing of Washington government agencies by the records management software products they use. These tables will allow you to identify other local and state governments that are using software that you may be interested in. This information is also available in the Software Profiles for a select number of these software products.

[Appendix F](#) lists the software that are being used by more than two Washington government agencies, which provides some indication of their overall popularity. Interestingly, only a relatively few (ten) software applications were found to have 10 or more Washington agencies that use them, with the top application, GovQA, having 33 identified users. Of the 49 software products that we identified in our research, roughly half of them were used only by a single agency.



[Appendix G](#) provides examples of records management software RFPs from Washington and out-of-state agencies.

Appendix A - Multi-Function Software Summary Table

| Software | Profiled | Quick Description | * Number of Jurisdictions | Website |
|--------------|----------|--|---------------------------|---|
| Box | No | Enterprise Content Management (ECM) Software: provides archiving, search, redaction, reporting, workflow management, & public facing portal | 2 |  |
| Commvault | YES | ECM Software: provides archiving, search, redaction, tracking, & workflow management | 4 |  |
| DocStar | YES | ECM Software: provides archiving, search, redaction, tracking, & workflow management | 1 |  |
| DocuWare | YES | ECM Software: provides archiving, search, redaction, tracking, & workflow management | 1 |  |
| FileNexus | No | ECM Software: provides archiving, search, redaction, tracking, & workflow management | 1 |  |
| Global Relay | YES | Records Management Software for Electronic Communications: provides archiving, search, redaction, tracking, and workflow management | n/a |  |
| Jatheon | YES | Records Management Software for Electronic Communications: provides archiving, search, redaction, tracking, and workflow management | 1 |  |
| Laserfiche | YES | ECM Software: provides archiving, search, redaction, reporting, workflow management, and a public facing portal | 20 |  |
| Micro Focus | YES | ECM Software: provides archiving, search, redaction, tracking, & workflow management | n/a |  |
| OnBase | YES | ECM Software: provides archiving, search, redaction, reporting, workflow management, and a public facing portal | 5 |  |
| OpenText | YES | ECM Software: provides archiving, search, redaction, tracking, & workflow management | 5 |  |
| Smarsh | YES | Records Management Software for Electronic Communications: provides archiving, search, redaction, tracking, and workflow management tools | 13 |  |
| Veritas | YES | ECM Software: provides archiving, search, redaction, tracking, & workflow management | 3 |  |

* The number of jurisdictions listed may not encompass all jurisdictions using the software. It reflects the number known by MRSC at the time this publication was created.

Appendix B - Specialty Software Summary Table

| Software | Profiled | Quick Description | * Number of Jurisdictions | Website |
|---|----------|---|---------------------------|---|
| Adobe Acrobat Pro or Document Cloud | YES | Redaction Software: creates and manages PDF files with redaction tools | 27 |  |
| Airlift Respond | YES | Records Request Management Software: provides search, redaction, reporting, workflow management, in addition to a public facing request portal | 10 |  |
| Archive Social | YES | Social Media Archiving Software: provides archiving, and search & retrieval | 12 |  |
| AV CaptureAll | YES | Meeting Archiving and Management Software: records meetings and provides archiving, search, and sharing of recordings | 16 |  |
| Barracuda | YES | Email Records Management Software: provides archiving, search, redaction, tracking, and workflow management | 12 |  |
| Collabware CLM | YES | Records Management Software for SharePoint: provides archiving, search, redaction, tracking, and workflow management | 2 |  |
| DocuXplorer | YES | Document Management Software: provides archiving, search, redaction, tracking, and workflow management | 1 |  |
| Exterro | YES | eDiscovery, Legal Hold, and Records Request Management Software: provides search, redaction, tracking & reporting, workflow management, and a public facing request portal | 1 |  |
| FileLocator | YES | Search Software: provides document and PST search and ediscovery tools | 1 |  |
| Google Vault | No | Email and Document Archiving Software for Google Suite: provides archiving and ediscovery tools | 1 |  |
| GovQA | YES | Records Request Management Software: provides search, redaction, reporting, workflow management, in addition to a public facing request portal | 33 |  |


* The number of jurisdictions listed may not encompass all jurisdictions using the software. It reflects the number known by MRSC at the time this publication was created.

Appendix B - continued

| Software | Profiled | Quick Description | * Number of Jurisdictions | Website |
|--|------------|---|---------------------------|---|
| Granicus | No | Meeting and Document Management Software: provides archiving, search, redaction, and public facing portal | n/a |  |
| JustFOIA | No | Records Request Management Software: provides reporting, workflow management, in addition to a public facing request portal | 1 |  |
| Metalogix | YES | Records Management Software for SharePoint, OneDrive, and Office 365: provides archiving, search, redaction, tracking, and workflow management | n/a |  |
| NextRequest | YES | Records Request Management Software: provides redaction, tracking/reporting, and workflow management, in addition to a public facing request portal | 9 |  |
| Office / Office 365 (with SharePoint & Exchange) | YES | Archiving and eDiscovery Software: provides varying levels of archiving, search, redaction, retention, and tracking features for email, IM, and document files depending on enterprise plan level and if combined with SharePoint and Exchange | 14 |  |
| PageFreezer | YES | Website and Social Media Archiving Software: provides automatic archiving, search, redaction, tracking, workflow management, and a public facing portal | 12 |  |
| Nuance Power PDF | No | Redaction Software: creates, converts, assembles and redacts PDF files | n/a |  |
| Objective Redact (Formally Rapid Redact) | No | Redaction Software: allows redaction of multiple document types | 3 |  |
| X1 | YES | eDiscovery Software: provides search, workflow management, and reporting | 1 |  |
| ZyLAB | YES | eDiscovery and Information Governance Software: provides archiving, search, redaction, reporting, and workflow management | 1 |  |

* The number of jurisdictions listed may not encompass all jurisdictions using the software. It reflects the number known by MRSC at the time this publication was created.

Appendix C - Custom Software Summary Table

| Software | Profiled | Quick Description | * Number of Jurisdictions | Website |
|---|-----------|--|---------------------------|---|
| KC ERMS - King County | No | Electronic Records Management Software: In-house developed electronic records management system | 2 | |
| SharePoint (with Office & Exchange) | No | Document Management Software: provides varying levels of archiving, search, redaction, and retention features for email, IM, and documents, when combined with Office 365 Enterprise and Exchange | 4 |  |

* The number of jurisdictions listed may not encompass all jurisdictions using the software. It reflects the number known by MRSC at the time this publication was created.

Appendix D - Software Products Listed by Jurisdiction

| Jurisdiction | Software Name |
|---------------------------------|---|
| Algona | Airlift Respond |
| | Box |
| Arlington | PageFreezer |
| Asotin County | Airlift Respond |
| Auburn | Barracuda |
| | GovQA |
| | Laserfiche |
| | Smarsh |
| AWC/RMSA | Adobe Acrobat Pro |
| | Barracuda |
| | GovQA |
| | PageFreezer |
| | Smarsh |
| Bainbridge Island | Laserfiche |
| | NextRequest |
| Bellevue | GovQA |
| | Metalogix |
| Bellingham | Barracuda |
| | GovQA |
| | OnBase |
| Benton County | Smarsh |
| Benton-Franklin Health District | Adobe Acrobat Pro |
| | Barracuda |
| | Collabware CLM |
| | Commvault |
| | Smarsh |
| Bothell | AV CaptureAll |
| Burlington | Office / Office 365 |
| Cattle Point Water District | Office / Office 365 |
| Centralia | GovQA |
| Centralia Police Dept. | GovQA |
| | Objective Redact (Formally RapidRedact) |
| Chehalis | AV CaptureAll |
| Chelan County | Barracuda |
| | OnBase |
| Cheney | Adobe Acrobat Pro |

Appendix D - continued

| Jurisdiction | Software Name |
|--|------------------------------|
| Clallam County | Adobe Acrobat Pro |
| | GovQA |
| | Legal Files |
| Clallam County Fire 3 | Target Solutions - RMS |
| Cowlitz County | Laserfiche |
| East Wenatchee | Laserfiche |
| Eatonville School District | OpenText |
| Energy NW | Adobe Document Cloud |
| | Veritas |
| Ephrata Police Dept. | Adobe Acrobat Pro |
| Everett | GovQA |
| | Laserfiche |
| Ferry County Prosecuting Attorney's Office | GovQA |
| Fife | AV CaptureAll |
| Fisherman Bay Sewer District | eFileCabinet Advantage + OCR |
| Franklin County | GovQA |
| Franklin Public Utility District | Adobe Acrobat Pro |
| | FileNexus |
| Friday Harbor | AV CaptureAll |
| Gig Harbor | AV CaptureAll |
| Grant County Public Utility District | Veritas |
| Grays Harbor County | Adobe Acrobat Pro |
| | Archive Social |
| | AV CaptureAll |
| | Barracuda |
| | Laserfiche |
| | Office / Office 365 |
| | OnBase |
| Island County | AV CaptureAll |
| Kalama | JustFOIA |
| Kent | Airlift Respond |
| | AV CaptureAll |
| | Commvault |
| | GovQA |
| | Laserfiche |
| King County | Custom software (KC ERMS) |
| | PageFreezer |

Appendix D - continued

| Jurisdiction | Software Name |
|--|---|
| King County Sheriff's Office | GovQA |
| King County Treasury | Custom software (KC ERMS) |
| Kirkland | GovQA |
| Kitsap County | Adobe Acrobat Pro |
| | Barracuda |
| | SharePoint |
| Kitsap Public Health District | PageFreezer |
| Kittitas County | Adobe Acrobat Pro |
| | FileLocator |
| Klickitat County | Google Vault |
| Lacey | Barracuda |
| Lake Stevens | Adobe Acrobat Pro |
| | Barracuda |
| | Laserfiche |
| | SharePoint |
| Lakewood | NextRequest |
| Liberty Lake | Airlift Respond |
| Lynnwood | Adobe Acrobat Pro |
| | GovQA |
| | ApplicationXtender (OpenText) |
| Maple Valley | Smarsh |
| Marysville | AutoPortfolio |
| | AV CaptureAll |
| | Objective Redact (Formally RapidRedact) |
| Marysville Police Dept. | Office / Office 365 |
| Mason County Public Utility District 3 | Office Gemini 800 |
| Mason Transit Authority | Adobe Acrobat Pro |
| | Office / Office 365 |
| | Smarsh |
| Mercer Island | NextRequest |
| Mill Creek | Barracuda |
| | For the Record Gold |
| | Ocean Systems - QuickDME |
| | PageFreezer |
| | Smarsh |
| Monroe School District 103 | NextRequest |
| Montlake Terrace | Laserfiche |

Appendix D - continued

| Jurisdiction | Software Name |
|---|---|
| Moses Lake | Laserfiche |
| Mount Vernon | Docstar |
| | GovQA |
| Mountlake Terrace | PageFreezer |
| Mukilteo | Adobe Acrobat Pro |
| Normandy Park | AV CaptureAll |
| Olympia | Archive Social |
| | GovQA |
| | Objective Redact (Formally RapidRedact) |
| Olympia Police Dept. | Adobe Acrobat Pro |
| | GovQA |
| | Superion |
| Pacific County Board of Commissioners | Smash |
| Pasco | Adobe Acrobat Pro |
| | Custom Software |
| | Barracuda |
| | Laserfiche |
| | NextRequest |
| | Office / Office 365 |
| Pend Oreille County | Airlift Respond |
| Pierce County | ProTrack |
| Pierce County Planning and Public Works Dept. | Adobe Acrobat Pro |
| | GovQA |
| | OpenText |
| | ZyLAB |
| Port Angeles Police Dept. | GovQA |
| Port Ludlow Fire and Rescue | PageFreezer |
| Port of Friday Harbor | Adobe Acrobat Pro |
| Port of Kalama | Archive Social |
| | Laserfiche |
| | Office / Office 365 |
| Port of Kennewick | Laserfiche |
| Port of Seattle | NextRequest |
| Port of Tacoma | NextRequest |
| Port of Walla Walla | AV CaptureAll |
| Port of Whitman County | DocuXplorer |
| Port Orchard | Barracuda |

Appendix D - continued

| Jurisdiction | Software Name |
|--|---------------------------|
| Prosser | Adobe Acrobat Pro |
| | Smash |
| Pullman | Paper Vision & Paper Flow |
| Pullman Police Dept. | GovQA |
| Redmond | Adobe Acrobat Pro |
| | GovQA |
| | Laserfiche |
| | OpenText |
| | Smash |
| Renton | GovQA |
| | Laserfiche |
| Renton Regional Fire Authority | NextRequest |
| Richland | Collabware CLM |
| Richland School District | Archive Social |
| Ridgefield School District | Laserfiche |
| San Juan County | AV CaptureAll |
| | GovQA |
| | Laserfiche |
| | Nuance Power PDF Advanced |
| San Juan County Fire Protection District No. 4 | Office / Office 365 |
| San Juan County Public Hospital District No. 2 | BoardDocs Pro |
| Seattle | Archive Social |
| | GovQA |
| Selah | Adobe Acrobat Pro |
| | Office / Office 365 |
| Sequim | Adobe Acrobat Pro |
| | GovQA |
| | Office / Office 365 |
| | SharePoint |
| Shoreline | Archive Social |
| | Commvault |
| | PageFreezer |
| | Smash |
| Skagit County | Archive Social |
| | AV CaptureAll |
| | Laserfiche |

Appendix D - continued

| Jurisdiction | Software Name |
|--|--------------------------------|
| Snohomish County | Archive Social |
| | GovQA |
| Snohomish County Public Utility District No. 1 | OpenText |
| Snohomish Health District | GovQA |
| South Kitsap Fire and Rescue | PageFreezer |
| South Sound 911 | Adobe Acrobat Pro |
| | Custom software |
| | GovQA |
| Spokane City | Adobe Acrobat Pro |
| | Archive Social |
| | GovQA |
| | OnBase |
| | Smarsh |
| | Veritas |
| | Adobe Acrobat Pro |
| Spokane County | Audacity |
| | GovQA |
| | NICE |
| | Nuance Power PDF Advanced |
| | Office / Office 365 |
| | Jatheon |
| Spokane Public Schools | PageFreezer |
| | Commvault |
| Spokane Regional Health District | DocuWare |
| | Microsoft Security Compliance |
| | Office / Office 365 (OneDrive) |
| | SharePoint |
| | Smarsh |
| | Archive Social |
| Stanwood | Archive Social |
| Tacoma | Airlift Respond |
| Thurston County Prosecuting Attorney's Office | GovQA |
| Transit Insurance Pool | Laserfiche |
| Tukwila | AV CaptureAll |
| | GovQA |
| Vancouver | Airlift Respond |
| Walla Walla County | AV CaptureAll |
| | Office / Office 365 |

Appendix D - continued

| Jurisdiction | Software Name |
|---|--------------------------------|
| Walla Walla County | OnBase |
| | X1 |
| Washington Attorney General's Office | Exterro |
| Washington Secretary of State | Archive Social |
| Washington State Dept. of Enterprise Services | Adobe Acrobat Pro |
| | Symantec Discovery Accelerator |
| Washington State Dept. of Health | PageFreezer |
| | OpenText |
| Washington State Dept. of Licensing | NextRequest |
| Washington State Parks | PageFreezer |
| Washington State Patrol | GovQA |
| Yakima City | Adobe Acrobat Pro |
| | Airlift Respond |
| | Archive Social |
| | Box |
| | RecordTrac |
| Yakima County | Airlift Respond |
| Yakima Regional Clean Air Agency | Office / Office 365 |
| Yelm | AV CaptureAll |

Appendix E - Jurisdictions Listed by Software Products

| Software Name | Jurisdiction |
|---|---|
| Adobe Acrobat Pro / Document Cloud | AWC/RMSA |
| | Benton-Franklin Health District |
| | Cheney |
| | Clallam County |
| | Energy NW |
| | Ephrata Police Dept. |
| | Franklin Public Utility District |
| | Grays Harbor County |
| | Kitsap County |
| | Kittitas County |
| | Lake Stevens |
| | Lynnwood |
| | Mason Transit Authority |
| | Mukilteo |
| | Olympia Police Dept. |
| | Pasco |
| | Pierce County Planning and Public Works Dept. |
| | Port of Friday Harbor |
| | Prosser |
| | Redmond |
| | Selah |
| | Sequim |
| | South Sound 911 |
| | Spokane City |
| | Spokane County |
| | Washington State Dept. of Enterprise Services |
| | Yakima City |
| Airlift Respond | Algona |
| | Asotin County |
| | Kent |
| | Liberty Lake |
| | Pend Oreille County |
| | Snohomish County 911 |
| | Tacoma |
| | Vancouver |
| | Yakima City |
| | Yakima County |

Appendix E - continued

| Software Name | Jurisdiction |
|-------------------------------|---------------------------------|
| ApplicationXtender (OpenText) | Lynnwood |
| Archive Social | Grays Harbor County |
| | Olympia |
| | Port of Kalama |
| | Richland School District |
| | Seattle |
| | Shoreline |
| | Skagit County |
| | Snohomish County |
| | Spokane City |
| | Stanwood |
| | Washington Secretary of State |
| | Yakima City |
| Audacity | Spokane County |
| AutoPortfolio | Marysville |
| AV CaptureAll | Bothell |
| | Chehalis |
| | Fife |
| | Friday Harbor |
| | Gig Harbor |
| | Grays Harbor County |
| | Island County |
| | Kent |
| | Marysville |
| | Normandy Park |
| | Port of Walla Walla |
| | San Juan County |
| | Skagit County |
| | Tukwila |
| | Walla Walla County |
| | Yelm |
| Barracuda | Auburn |
| | AWC/RMSA |
| | Bellingham |
| | Benton-Franklin Health District |
| | Chelan County |
| | Grays Harbor County |

Appendix E - continued

| Software Name | Jurisdiction |
|------------------------------|--|
| Barracuda | Kitsap County |
| | Lacey |
| | Lake Stevens |
| | Mill Creek |
| | Pasco |
| | Port Orchard |
| BoardDocs Pro | San Juan County Public Hospital District No. 2 |
| Box | Algona |
| | Yakima City |
| Collabware CLM | Benton-Franklin Health District |
| | Richland |
| Commvault | Benton-Franklin Health District |
| | Kent |
| | Shoreline |
| | Spokane Regional Health District |
| Custom software | King County |
| | King County Treasury |
| | Pasco |
| | South Sound 911 |
| DocStar | Mount Vernon |
| DocuWare | Spokane Regional Health District |
| DocuXplorer | Port of Whitman County |
| eFileCabinet Advantage + OCR | Fisherman Bay Sewer District |
| Exterro | Washington Attorney General's Office |
| FileLocator | Kittitas County |
| FileNexus | Franklin Public Utility District |
| For the Record Gold | Mill Creek |
| Google Vault | Klickitat County |
| GovQA | Auburn |
| | AWC/RMSA |
| | Bellevue |
| | Bellingham |
| | Centralia |
| | Centralia Police Dept. |
| | Clallam County |
| | Everett |
| | Ferry County Prosecuting Attorney's Office |

Appendix E - continued

| Software Name | Jurisdiction |
|---------------|---|
| GovQA | Franklin County |
| | Kent |
| | King County Sheriff's Office |
| | Kirkland |
| | Lynnwood |
| | Mount Vernon |
| | Olympia |
| | Olympia Police Dept. |
| | Pierce County Planning and Public Works Dept. |
| | Port Angeles Police Dept. |
| | Pullman Police Dept. |
| | Redmond |
| | Renton |
| | San Juan County |
| | Seattle |
| | Sequim |
| | Snohomish County |
| | Snohomish Health District |
| | South Sound 911 |
| | Spokane City |
| | Spokane County |
| | Thurston County Prosecuting Attorney's Office |
| | Tukwila |
| | Washington State Patrol |
| Jatheon | Spokane Public Schools |
| JustFOIA | Kalama |
| Laserfiche | Auburn |
| | Bainbridge Island |
| | Cowlitz County |
| | East Wenatchee |
| | Everett |
| | Grays Harbor County |
| | Kent |
| | Lake Stevens |
| | Montlake Terrace |
| | Moses Lake |
| | Pasco |

Appendix E - continued

| Software Name | Jurisdiction |
|---------------------------|--|
| Laserfiche | Port of Kalama |
| | Port of Kennewick |
| | Redmond |
| | Renton |
| | Ridgefield School District |
| | San Juan County |
| | Skagit County |
| | Transit Insurance Pool |
| | Yakima City |
| Legal Files | Clallam County |
| Metalogix | Bellevue |
| NextRequest | Bainbridge Island |
| | Lakewood |
| | Mercer Island |
| | Monroe School District 103 |
| | Pasco |
| | Port of Seattle |
| | Port of Tacoma |
| | Renton Regional Fire Authority |
| | Washington State Dept. of Licensing |
| NICE | Spokane County |
| Nuance Power PDF Advanced | San Juan County |
| | Spokane County |
| Ocean Systems - QuickDME | Mill Creek |
| Office / Office 365 | Burlington |
| | Cattle Point Water District |
| | Grays Harbor County |
| | Marysville Police Dept. |
| | Mason Transit Authority |
| | Pasco |
| | Port of Kalama |
| | San Juan County Fire Protection District No. 4 |
| | Selah |
| | Sequim |
| | Spokane County |
| | Spokane Regional Health District |
| | Walla Walla County |

Appendix E - continued

| Software Name | Jurisdiction |
|---|--|
| Office / Office 365 | Yakima Regional Clean Air Agency |
| Office Gemini 800 | Mason County Public Utility District 3 |
| OnBase | Bellingham |
| | Chelan County |
| | Grays Harbor County |
| | Spokane City |
| | Walla Walla County |
| OpenText | Eatonville School District |
| | Pierce County Planning and Public Works Dept. |
| | Redmond |
| | Snohomish County Public Utility District No. 1 |
| | Washington State Department of Health |
| PageFreezer | Arlington |
| | AWC/RMSA |
| | King County |
| | Kitsap Public Health District |
| | Mill Creek |
| | Mountlake Terrace |
| | Port Ludlow Fire and Rescue |
| | Shoreline |
| | South Kitsap Fire and Rescue |
| | Spokane Public Schools |
| | Washington State Dept. of Health |
| | Washington State Parks |
| Paper Vision & Paper Flow | Pullman |
| ProTrack | Pierce County |
| Objective Redact (Formally RapidRedact) | Centralia Police Dept. |
| | Marysville |
| | Olympia |
| RecordTrac | Yakima City |
| SharePoint | Kitsap County |
| | Lake Stevens |
| | Sequim |
| | Spokane Regional Health District |
| Smarsh | Auburn |
| | AWC/RMSA |
| | Benton County |

Appendix E - continued

| Software Name | Jurisdiction |
|--------------------------------|---|
| Smarsh | Benton-Franklin Health District |
| | Maple Valley |
| | Mason Transit Authority |
| | Mill Creek |
| | Pacific County Board of County Commissioners |
| | Prosser |
| | Redmond |
| | Shoreline |
| | Spokane City |
| | Spokane Regional Health District |
| Superion | Olympia Police Dept. |
| Symantec Discovery Accelerator | Washington State Dept. of Enterprise Services |
| Target Solutions - RMS | Clallam County Fire 3 |
| Veritas | Energy NW |
| | Grant County Public Utility District |
| | Spokane City |
| X1 | Walla Walla County |
| ZyLAB | Pierce County Planning and Public Works Dept. |

Appendix F - Software Used by More than Two Government Agencies

| Software Name | Total |
|---|-------|
| GovQA | 33 |
| Adobe Acrobat Pro / Document Cloud | 27 |
| Laserfiche | 20 |
| AV CaptureAll | 16 |
| Office / Office 365 | 14 |
| Smarsh | 13 |
| Archive Social | 12 |
| Barracuda | 12 |
| PageFreezer | 12 |
| Airlift Respond | 10 |
| NextRequest | 9 |
| OnBase | 5 |
| OpenText | 5 |
| Commvault | 4 |
| Custom software | 4 |
| SharePoint | 4 |
| Objective Redact (Formally RapidRedact) | 3 |
| Veritas | 3 |
| Box | 2 |
| Collabware CLM | 2 |
| Nuance Power PDF Advanced | 2 |

Appendix G - Examples of RFPs from Washington and Other States

We collected the following sample Requests for Proposals (RFPs) for various types of records management software. These documents provide useful insights into the procurement approaches used by other jurisdictions, including sample specifications, evaluation criteria, checklists, questions for vendors, and more.

Washington Agencies:

[Cowlitz County IT RFP](#) (2012) - Electronic Content Management (ECM) Software with District Court eFiling and Workflow, and Prosecuting Attorney Case Management Functionality

[Grant County RFP](#) (2012) - Enterprise Content Management System

[Kirkland RFP](#) (2012) - Email and Document Archiving and Data Protection

[Mercer Island RFP](#) (2008) - Electronic Document Management System

[Pierce County RFP](#) (2013) - Email Archive Replacement

[Renton RFP](#) (2018) - Email Archival System

[Seattle Request for Information](#) (2015) - Video to Public Project

[Tacoma RFP](#) (2015) - Records Management Software Procurement and Implementation Services

[Tukwila RFP](#) (2015) - Police Records Management Software

[Washington State Department of Transportation RFP](#) (2014) - Enterprise Content Management System

Out-of-State Agencies:

[Culver City, CA, RFP](#) (2016) - Electronic Document Management System

[Lebanon, NH, RFP](#) (2018) - Records Management System

[Millbrae, CA, RFP](#) (2018) - Electronic Content Management/Records Management Software and Implementation Services

[Pinole, CA, RFP](#) (2017) - Records and Agenda Management System

[Yountville, CA, RFP](#) (2017) - Electronic Content Management/Records Management Solution

Glossary

Records Management Technology Terms

| Term | Definition |
|---|---|
| Archival Software | <p>Computer programs designed to facilitate the management of archives and to remove non-current records from an online system, transferring them to offline or intermediate (nearline) storage.</p> <p>Source: A Glossary of Archival and Records Terminology, Society of American Archivists</p> |
| Cloud-Based Service | <p>Data storage and processing services made available to users on-demand via the internet from a third-party provider's computer servers instead of using the organization's own on-premise servers. Cloud computing customers use resources as a service and pay only for resources that they use. Records management requirements apply to public records maintained in the cloud just as they would if the records were stored on agency computers. Examples include Dropbox, Google Drive, OneDrive and Box.</p> <p>Source: Performance Audit - The Effect of Public Records Requests on State and Local Governments, Washington State Auditor's Office, August 2016</p> |
| Commercial Off-the-Shelf Software (COTS) | <p>An adjective that describes software or hardware products that are ready-made and available for sale to the general public. For example, Microsoft Office is a COTS product that is a packaged software solution for businesses. COTS products are designed to be implemented easily into existing systems without the need for customization.</p> <p>Source: Webopedia</p> |
| Compatibility | <p>Compatibility is the capacity for two systems to work together without having to be altered to do so. Compatible software applications use the same data formats. For example, if word processor applications are compatible, the user should be able to open their document files in either product.</p> <p>Source: TechTarget</p> |
| Custom Software | <p>Custom software (also known as bespoke software or tailor-made software) is software that is specially developed for some specific organization or other user. As such, it can be contrasted with the use of software packages developed for the mass market, such as commercial off-the-shelf (COTS) software, or existing free software.</p> <p>Source: Wikipedia</p> |
| Database Management System (DBMS) | <p>Software that allows information to be captured, organized, and stored, so that the information can be analyzed, reorganized, and reported in many different ways. A DBMS includes facilities to define data structures and their data elements, and a programming language to manipulate and display the information.</p> <p><i>Example:</i> Oracle, Microsoft SQL Server</p> <p>Source: A Glossary of Archival and Records Terminology, Society of American Archivists</p> |

| Term | Definition |
|--|--|
| Data Migration | <p>Data migration is the process of transferring data between computer storage types or file formats. It is a key consideration for any system implementation, upgrade, or consolidation.</p> <p>Source: Wikipedia</p> |
| Destroy | <p>The process of obliterating information that is no longer of value but remains too sensitive to be simply discarded as trash. Most often, records that need to be destroyed contain Social Security numbers, credit card numbers, or other personally identifiable information. For paper records and electronic records stored on removable media, the most common method of destruction is shredding.</p> <p>Source: Records Management Glossary of Terms, Smithsonian Institution Archives</p> |
| Document Management Application (DMA) | <p>Software and data storage that ensures documents are secure and accessible and that typically controls and tracks access and changes to a document, especially in a collaborative environment. Unlike records management applications (RMAs), most DMAs do not have the ability to schedule documents for retention.</p> <p><i>Example:</i> Microsoft SharePoint</p> <p>Source: A Glossary of Archival and Records Terminology, Society of American Archivists</p> |
| Electronic Record | <p>An electronic record (e-record) is a record you can access through an electronic device. E-records include documents, emails, voice messages, texts, tweets, instant messages, photos, and videos.</p> <p>Source: Electronic Records - PRA and Records Retention Practice Tips, MRSC</p> |
| Enterprise Content Management (ECM) | <p>An ECM system provides the support and management capabilities for records and information from start (point of creation) to finish (ready for destruction/transfer) - otherwise known as “cradle to grave” management within a single repository and using one software application.</p> <p><i>Example:</i> Laserfiche</p> <p>Source: Washington State Archives</p> |
| Full-Text Search | <p>A technique to provide access to electronic materials by indexing every word in every item. Full-text searching is distinguished from manual indexing, which searches headings assigned to each document.</p> <p>Source: A Glossary of Archival and Records Terminology, Society of American Archivists</p> |
| Interoperability | <p>The ability of different systems to use and exchange information through a shared format. Interoperability implies that the information does not need to be transformed during exchange; the different systems can use the data in its native format.</p> <p>Source: A Glossary of Archival and Records Terminology, Society of American Archivists</p> |

| Term | Definition |
|--|--|
| Integration | <p>Integration is the act of bringing together smaller components into a single system that functions as one. In an IT context, integration refers to the end result of a process that aims to stitch together different, often disparate, subsystems so that the data contained in each becomes part of a larger, more comprehensive system that, ideally, quickly and easily shares data when needed.</p> <p>Source: TechTarget</p> |
| IT Infrastructure | <p>The term infrastructure in an information technology (IT) context refers to an enterprise's entire collection of hardware, software, networks, data centers, facilities and related equipment used to develop, test, operate, monitor, manage and/or support information technology services.</p> <p>Source: Webopedia</p> |
| Life-Cycle | <p>The distinct stages of a record's existence, from creation to final disposition. Different models identify different stages. All models include: creation or receipt; use; and disposition. Some models distinguish between active and inactive use, and between destruction and archival preservation.</p> <p>Source: A Glossary of Archival and Records Terminology, Society of American Archivists</p> |
| Metadata | <p>A characterization or description documenting the identification, management, nature, use, or location of information resources (data). Metadata is commonly defined as "data about data." Typically metadata is organized into distinct categories and relies on conventions to establish the values for each category. For example, administrative metadata may include the date and source of acquisition, disposal date, and disposal method. Descriptive metadata may include information about the content and form of the materials.</p> <p>Source: A Glossary of Archival and Records Terminology, Society of American Archivists</p> |
| Optical Character Recognition (OCR) | <p>OCR technology reads documents as they are scanned into the file system, inputting document text and data into the system so that it can be used later to locate records. A good OCR should be capable of reading documents imported through other applications, like Microsoft Office OCR makes data entry unnecessary and makes searches more powerful and simplified.</p> <p>Source: Milner Technologies</p> |
| Paperless Office | <p>A place of work that uses electronic documents, rather than paper, to create, store, and use information.</p> <p>Source: A Glossary of Archival and Records Terminology, Society of American Archivists</p> |
| Portable Document Format (PDF) | <p>A file format developed by Adobe Systems that can be used to distribute formatted output, including text and graphics, from a variety of applications to users working on a variety of platforms.</p> <p>Source: A Glossary of Archival and Records Terminology, Society of American Archivists</p> |

| Term | Definition |
|---|--|
| Public Record | <p>Under the PRA: “Any writing containing information relating to the conduct of government or the performance of any governmental or proprietary function prepared, owned, used, or retained by any state or local agency regardless of physical form or characteristics.”</p> <p>Source: RCW 42.56.010(3)</p> |
| Public Records Officer | <p>A government employee, usually with the following responsibilities: to serve as a point of contact for people requesting public records and to oversee that government’s compliance with the Public Records Act’s records disclosure requirements.</p> <p>Source: Performance Audit - The Effect of Public Records Requests on State and Local Governments, Washington State Auditor’s Office, August 2016</p> |
| Records Custodian | <p>An individual, government, division or department that is responsible for the creation, management, retention, disclosure and destruction of public records.</p> <p>Source: Performance Audit - The Effect of Public Records Requests on State and Local Governments, Washington State Auditor’s Office, August 2016</p> |
| Records Management Application (RMA) | <p>Software that aids the management of records, especially electronic records, including the use of a file plan for classifying records and of a records schedule for identifying records that are due for disposition. RMAs may be used for electronic or paper records, but most are implemented to manage electronic records. RMAs are distinguished from document management applications, the latter emphasizing version control and lacking records scheduling and disposition functions.</p> <p>Source: A Glossary of Archival and Records Terminology, Society of American Archivists</p> |
| Records Retention Schedule | <p>A records retention schedule lists specific types of records maintained by an agency and the period of time that each type should be retained. Records that have no further legal or regulatory requirements, and no administrative, operational, or auditing use, may be disposed of once the specified retention period has been met. Local governments, including an agency’s boards and commissions, must follow the records retention schedules approved by the Local Records Committee under RCW 40.14.070. See, Washington Local Government Retention Schedules by Type of Agency.</p> <p>Source: 2015 WMCA Handbook</p> |
| Redaction | <p>The process of “redacting” documents has been used in the legal profession for decades to black out confidential or privileged information during the exchange of documents during litigation. In electronic documents, redaction refers to the permanent removal of information, not the masking or obfuscating of data.</p> <p>Source: Gartner IT Glossary</p> |

| Term | Definition |
|----------------------------|---|
| Redaction Tools | <p>Redaction tools are software that is used to edit content and, thereby, selectively and reliably remove information from documents or websites before sharing the remaining content with someone who is not authorized to see the entire original document. In the manual process, someone takes a paper copy of the document and uses a heavy black marker to cross out the information to be excluded. Redaction tools have been included as part of document imaging products since their introduction. In electronic documents, redaction refers to the permanent removal of information, not the masking or obfuscating of data.</p> <p>Source: Gartner IT Glossary</p> |
| Retention Period | <p>The length of time records should be kept in a certain location or form for administrative, legal, fiscal, historical, or other purposes.</p> <p>Source: A Glossary of Archival and Records Terminology, Society of American Archivists</p> |
| User-Friendly | <p>User-friendly describes a hardware device or software interface that is easy to use. It is "friendly" to the user, meaning it is not difficult to learn or understand. While "user-friendly" is a subjective term, the following are several common attributes found in user-friendly interfaces.</p> <p>Source: TechTerms</p> |
| Workflow Management | <p>Workflow Management Software provides the foundation and infrastructure in order to successfully define, control, implement, and execute the various activities as defined in a workflow. Most workflow software can be integrated with other information management software such as document management software, databases, email, office automation products, geographic information systems, product applications, and more.</p> <p>Source: eFileCabinet</p> |