

Electronic Records

WAPRO

May 2018

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Office of Privacy & Data Protection

How can we spend less time on records requests in 2 years?

Open Data for topics of interest

Data sharing instead of regular requests

Open Data

Examples

Legal basis

Benefits

Constraints

Legal Basis for (state) Open Data in WA

Legislative intent

- RCW [43.105.351](#): “It is the intent of the legislature to encourage state and local governments to develop, store, and manage their public records and information in electronic formats to meet their missions and objectives. Further, it is the intent of the legislature for state and local governments to set priorities for making public records widely available electronically to the public.”

OCIO Powers and Duties

- RCW [43.105.054](#): “The director shall establish standards and policies to govern information technology in the state of Washington.”
- “The office shall: (a) Establish technical standards to facilitate electronic access to government information and interoperability of information systems, (b) Require agencies to include an evaluation of electronic public access needs when planning new information systems or major upgrades of systems.”

Benefits to Agencies

Web posting as complete response

- RCW [42.56.520](#): “Within five business days of receiving a public record request, an agency, [...] must respond in one of the ways provided in this subsection [...]
- (a) Providing the record;
- (b) Providing an internet address and link on the agency's web site to the specific records requested

IT [Decision Package Prioritization](#) / budget review

- Technology Strategy
Alignment: The goal of these criteria is to assess the alignment of the IT proposal to the technology strategies of the state as articulated by the OCIO.
 - Mobility
 - **Open Data**
 - Modernization
 - Early Value Delivery

Constraints on Open Data

Lists of individuals for commercial purposes

- RCW [42.56.070\(8\)](#): “This chapter shall not be construed as giving authority to any agency, [...] to give, sell or provide access to lists of individuals requested for commercial purposes...”

Accuracy, integrity & privacy

- RCW [43.105.365](#): “To the extent possible, information must be collected directly from, and with the consent of, the individual who is the subject of the data.”
- “...establishing mechanisms for individuals to review information about themselves and recommend changes in information they believe to be inaccurate...”

Users of Public Data – Other Agencies

- [Spokane Community Indicators](#)
 - The Community Indicators Initiative of Spokane seeks to improve local, private and public decision-making by providing relevant data in an easily navigable website. The data will serve neutral information for all parties involved.



Tactics and tools



- General purpose: Data.wa.gov
 - LNI, DOH, OCIO
- Geospatial: Geo.wa.gov
 - DNR, ECY, DAHP, WSDOT
 - Counties
- Financial: Fiscal.wa.gov
 - LEAP, OFM, WSDOT
- Performance: Results.wa.gov
 - 60 agencies
- Transportation: WSDOT.wa.gov

Is it Records or Data?

2015 PRR to WaTech

I wanted to check the status of CTS ability to transfer records via some type of Upload/Download/FTP and file a new request which I would like to try and submit annually after December 31st data is captured. So if possible I would like to inspect the following, which are the same and/or similar to records previously provided:

The electronic email address books/contact lists used by state employees that contains the contact information for state employees in all state agencies. (Previously provided on September 12, 2013 with attached file 7.8 Mg file GAL_request.csv.

2018 Budget Proviso for WaTech

CERTIFICATION OF ENROLLMENT
ENGROSSED SUBSTITUTE SENATE BILL 6032

65th Legislature
2018 Regular Session

(9) Within existing resources, the agency must host, administer, and support the state employee directory in an online format to provide public employee contact information.

contact.wa.gov

Washington State Public Employees

Data sharing

Examples

Advantages

- Managing user expectations

- Restricting use

Constraints: Audit

Tactics and technicians

Legal basis for agreements under PRA etc.

Public Records

RCW 42.56.120(4)

“An agency may enter into any contract, memorandum of understanding, or other agreement with a requestor that provides an alternative fee arrangement to the charges authorized in this section, or in response to a voluminous or frequently occurring request.”

Data Sharing

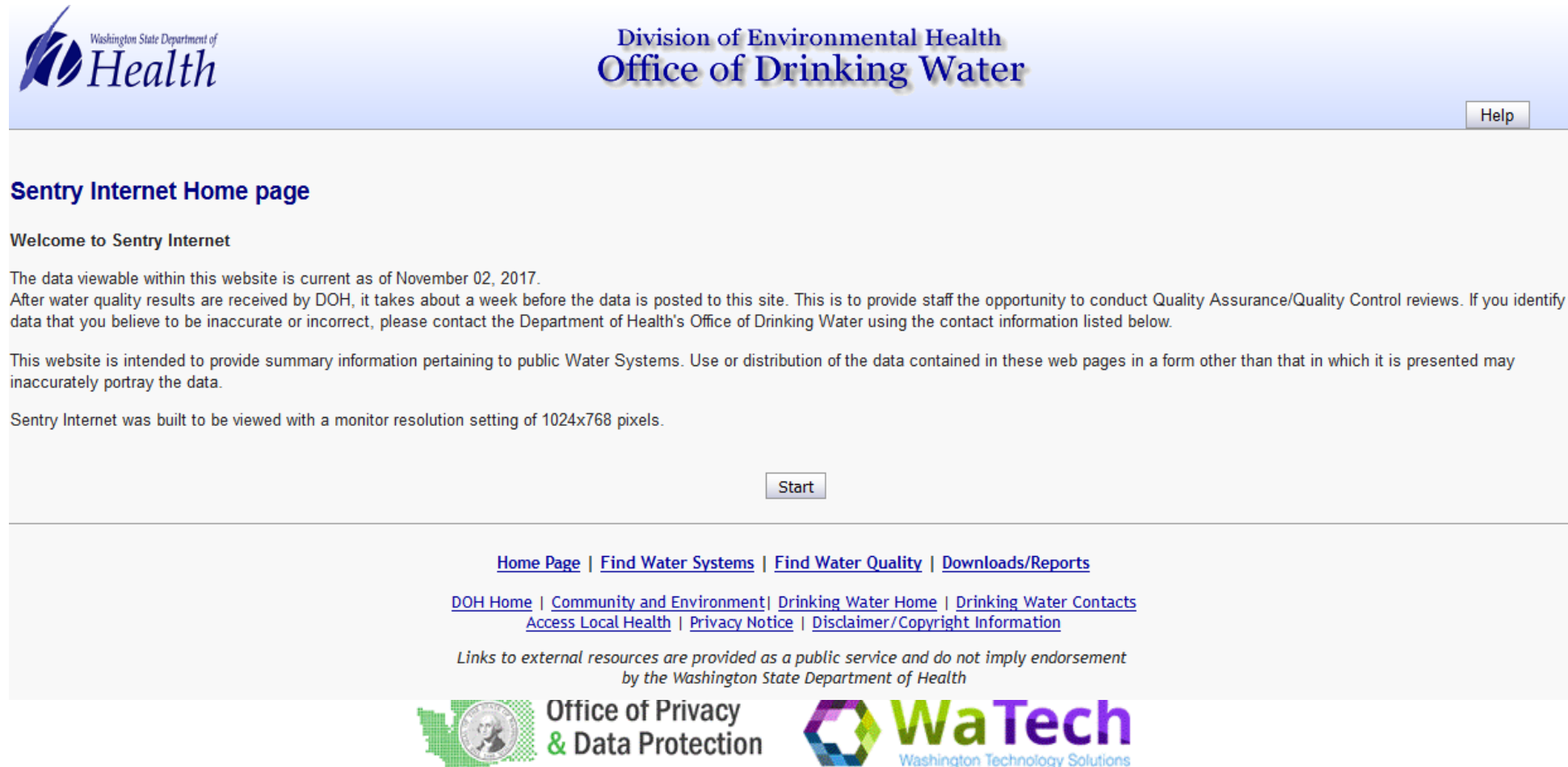
State Technology Policy 141.10

When sharing Category 3 and above data outside the agency, an agreement must be in place unless otherwise prescribed by law. The agreement (such as a contract, a service level agreement, or a dedicated data sharing agreement) must address the following:

- (1) The data that will be shared.
- (2) The specific authority for sharing the data.
- (3) The classification of the data shared.
- (4) Access methods for the shared data.
- (5) Authorized users and operations permitted.
- (6) Protection of the data in transport and at rest.
- (7) Storage and disposal of data no longer required.
- (8) Backup requirements for the data if applicable.
- (9) Other applicable data handling requirements.

Opportunity: Managing user expectations

- Click-Wrap disclaimers



The screenshot shows the 'Sentry Internet Home page' from the Washington State Department of Health, Division of Environmental Health, Office of Drinking Water. The page features a blue header with the department's logo and a 'Help' button. The main content area is white and contains a welcome message, a disclaimer about data accuracy and timing, and a 'Start' button. The footer includes a navigation menu with links to various pages, a disclaimer about external resources, and logos for the Office of Privacy & Data Protection and WaTech (Washington Technology Solutions).

Washington State Department of Health
Division of Environmental Health
Office of Drinking Water

[Help](#)

Sentry Internet Home page

Welcome to Sentry Internet

The data viewable within this website is current as of November 02, 2017.
After water quality results are received by DOH, it takes about a week before the data is posted to this site. This is to provide staff the opportunity to conduct Quality Assurance/Quality Control reviews. If you identify data that you believe to be inaccurate or incorrect, please contact the Department of Health's Office of Drinking Water using the contact information listed below.

This website is intended to provide summary information pertaining to public Water Systems. Use or distribution of the data contained in these web pages in a form other than that in which it is presented may inaccurately portray the data.

Sentry Internet was built to be viewed with a monitor resolution setting of 1024x768 pixels.

[Start](#)

[Home Page](#) | [Find Water Systems](#) | [Find Water Quality](#) | [Downloads/Reports](#)
[DOH Home](#) | [Community and Environment](#) | [Drinking Water Home](#) | [Drinking Water Contacts](#)
[Access Local Health](#) | [Privacy Notice](#) | [Disclaimer/Copyright Information](#)

Links to external resources are provided as a public service and do not imply endorsement by the Washington State Department of Health

 **Office of Privacy & Data Protection**  **WaTech**
Washington Technology Solutions

Opportunity: Restricting use

- 23 U.S.C 148 + 409

[Intranet Home](#) [Project Delivery](#) [WSDOT A-Z](#) [Employee Center](#) [Data Drawer](#)

Under 23 U.S. Code § 148 and 23 U.S. Code § 409, safety data, reports, surveys, schedules, lists compiled or collected for the purpose of identifying, evaluating, or planning the safety enhancement of potential crash sites, hazardous roadway conditions, or railway-highway crossings are not subject to discovery or admitted into evidence in a Federal or State court proceeding or considered for other purposes in any action for damages arising from any occurrence at a location mentioned or addressed in such reports, surveys, schedules, lists, or data.



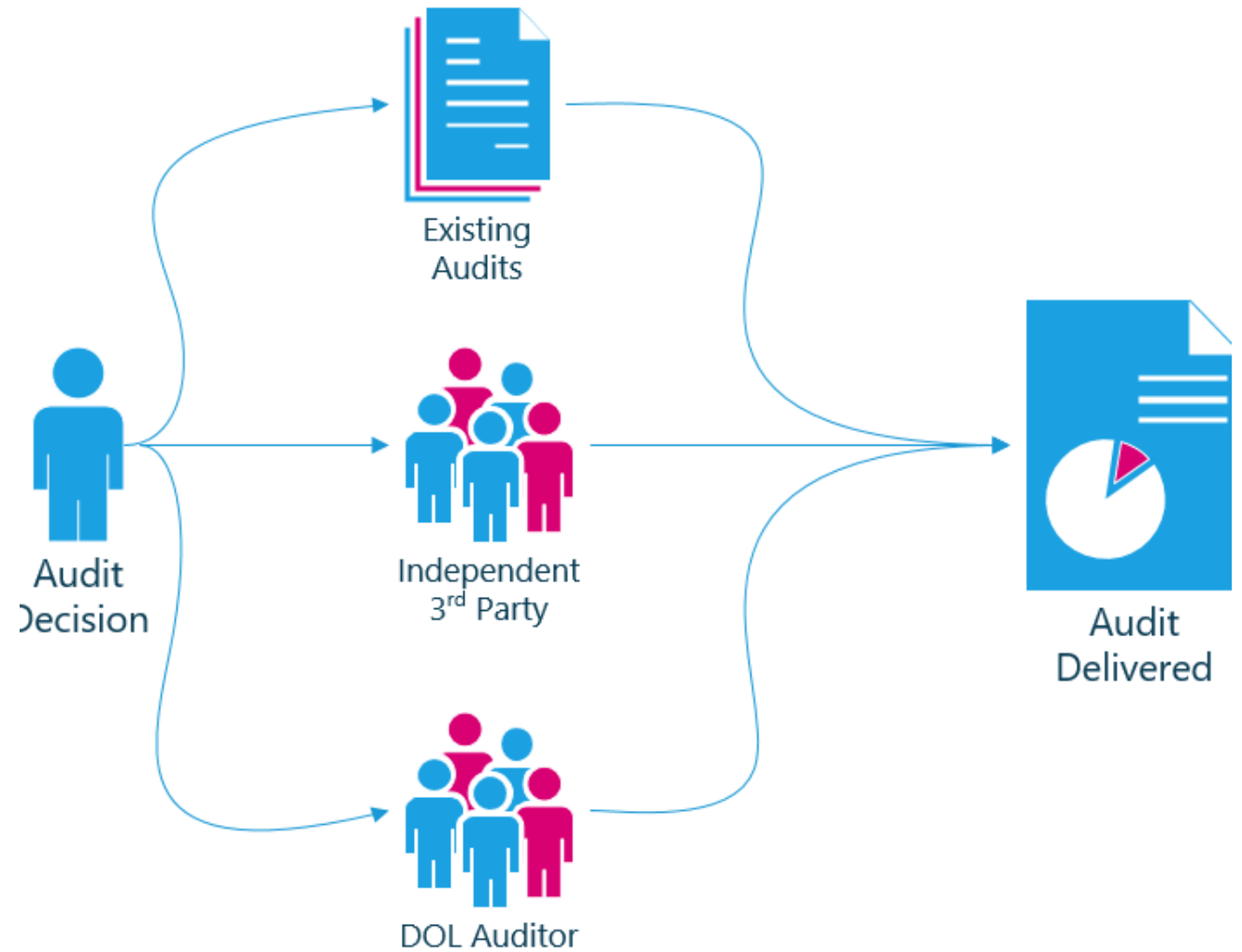
Office of Privacy
& Data Protection



Constraint: Audit

Data sharing agreements are a long-term relationship.

Best practice is to do Permissible Use audits on major data sharing partners.



Tactics and technicians

- Required (OCIO policy 141.10) for confidential data sharing
- Multi-Agency [Data Sharing Agreements](#) working group
- DOL updated templates and [published lists](#)
- ERDC P-20 data sharing [template](#) and [partners](#)

DATA SHARING AGREEMENT BETWEEN STATE OF WASHINGTON OFFICE OF FINANCIAL MANAGEMENT AND XXXX	
This Agreement is made and entered into by and between the OFFICE OF FINANCIAL MANAGEMENT, hereinafter referred to as "OFM", and XXXX, hereinafter referred to as "XX", pursuant to the authority granted in Chapters 39.34 and 43.41 of the Revised Code of Washington, relevant federal statutes, and related regulations.	
AGENCY CONTACTS: OFFICE OF FINANCIAL MANAGEMENT	
Agreement Administrator:	
Name:	Jim Schmidt
Title:	ERDC Director
Division:	Forecasting
Address:	PO Box 43124 Olympia 98504-3124
Phone:	360-902-0595
E-mail:	jim.schmidt@ofm.wa.gov
ORGANIZATION CONTACTS: XXXX	
Agreement Administrator:	
Name:	
Title:	
Division:	
Address:	
Phone:	
E-mail:	
1. PURPOSE OF THE DATA SHARING AGREEMENT	



WASHINGTON STATE DEPARTMENT OF LICENSING		VEHICLE DATA LICENSE AGREEMENT NEW GOVERNMENT		DOL Contract No. K	
Contract					
Contract start date		Contract end date		Contract amount Revenue Unlimited	
Purpose This License Agreement ("Contract") establishes the requirements and authorization for DOL to provide and the Contractor to receive DOL vehicle Data.					
Contractor					
Contractor name		dba			
Address		Mailing Address (if different)			
Employer Identification Number (EIN)		Uniform Business Identifier (UBI)			
Contract Manager		(Area code) Telephone		Email	
Contact #2		(Area code) Telephone		Email	
Department of Licensing (DOL)					
Department administration PSD Data Sharing Contracts Unit		Division Program Services Division			
Contract manager		Contact address PO Box 9030 Olympia, WA 98507-9030			
Debbie Dunn		Email DOLVehicleRecordCont@dol.wa.gov			
(Area code) Telephone (360) 902-0136		(Area code) Fax			
Attachments (when applicable)					
This Contract consists of the following attachment(s) and all document(s) incorporated herein or by reference: Attachment A, Data Security Requirements Attachment B, File Layout Contractor's Vehicle/Vessel Contract Application					
The terms and conditions of this Contract are an integration and representation of the final, entire and exclusive understanding between the parties superseding, all previous agreements, writings, and communications, oral or otherwise, regarding the subject matter of this Contract. The parties signing below represent that they have read and understand this Contract, and have the authority to execute this Contract. This Contract shall be binding upon signature by DOL.					
Contractor signature		Date		DOL signature	
				Date	

Tech Trends, Tools and Tactics

When to get involved in buying/building systems

Data governance

Public Records Technology

Data / Information Governance

Mature agencies in Olympia are assembling data governance groups based on charters or policies.

Data Governance is not about data per se, it's about business; a data-driven business

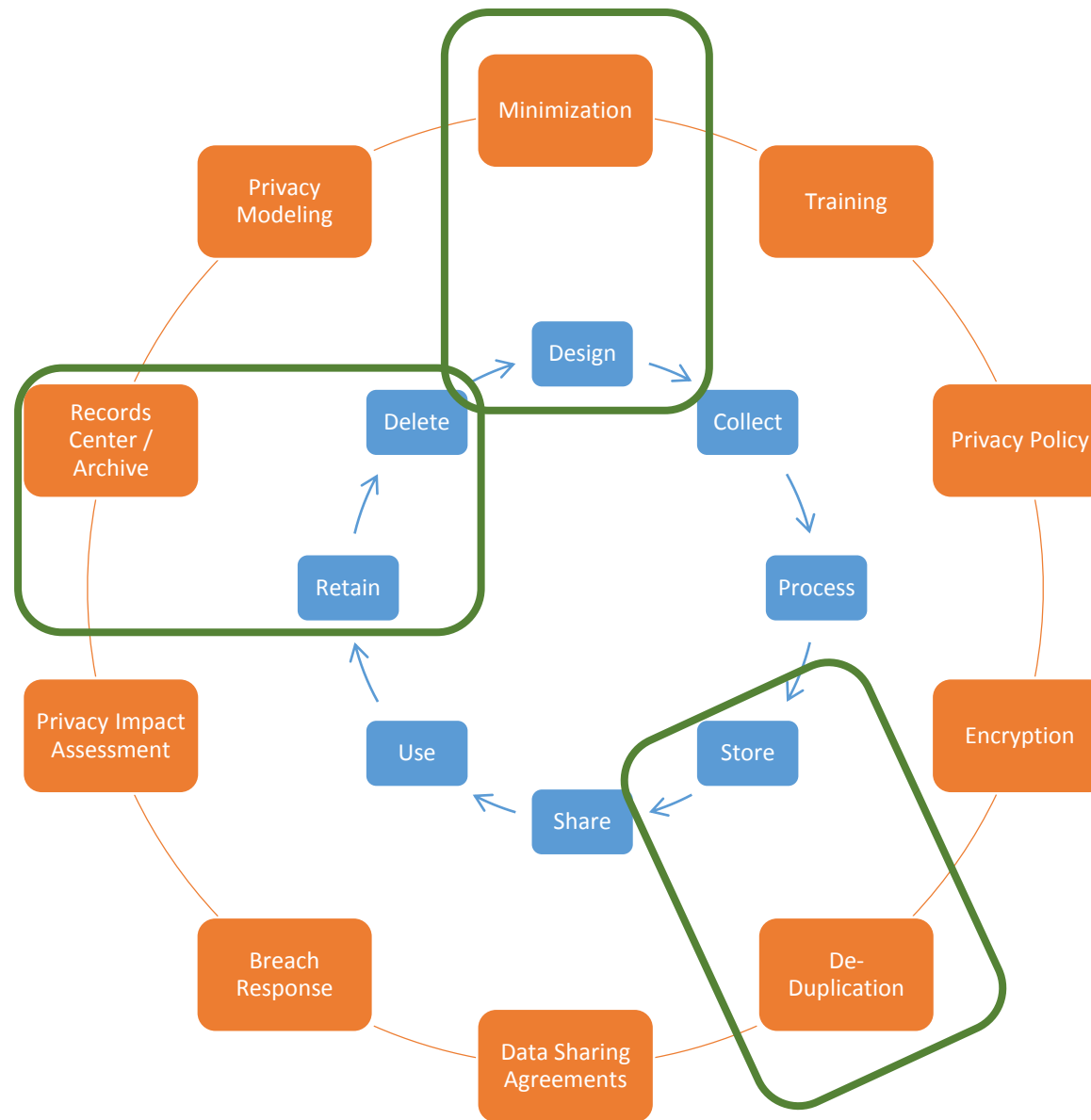


Office of Privacy
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The Lifecycle of Data

- Design
- Collect
- Process
- Store
- Share
- Use
- Retain
- Delete
- Design



Public Records Technology

Informal pinboard of software we've seen in use by agencies.

See something missing? Suggest it.

Tracking

- PRRS (Auditor System)**
The State Auditor's Office has a system called Public Records Request System (PRRS) that runs on their website and in the agency portal. Code base is .Net plus MSSQL. Has been shared with DEL and implemented there. Available for free from SAO
- OnBase**
Walla Walla have asked (and PAID) Techline to create a tracking module. Our next step is to ask them to enhance that delivery to capture the new matrices that the new laws are requiring. Delivery end of summer perhaps.

Search

- CommVault**
Email archiving and search software.
Used by: ?
[Website](#)
- Symantec Discovery Accelerator**
State of WA email "vault" tool
Used by: DES
- DataCove**
Email archiving.
Used by (?)
[Website](#)
- OnBase**
Walla Walla have asked Techline to enhance the search engine capabilities and provide a method to categorize the search results (i.e. Responsive, non-responsive, for redaction, for legal review. Delivery end of summer perhaps.
[Website](#)

Redaction

- RapidRedact**
Redaction Tool
Used by City of Olympia
[Website](#)
- Redact It!**
Redaction Tool
Used by Department of Health
[Website](#)
- OPENTEXT™**
- Adobe Pro**
Redaction Tool
Secure record redaction. Essential for secure redaction of email. Also OCR
Used by: Department of Enterprise Services
[Website](#)

Social/Mobile

- Smarsh**
Email, mobile records management
[Website](#)
WA Secretary of State reports this application is used by:
Benton County
- Archive Social**
Social media archiving ([Website](#))
WA Secretary of State reports this product is used by:
City of Olympia
Richland School District
City of Seattle
WA Secretary of State
Skagit County



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Thank You

Will Saunders

Office of Privacy & Data Protection

Will.Saunders@ocio.wa.gov

Privacy.WA.gov