

Document Management & Retention



The problem: The sheer number of documents is over whelming

- What to keep?
- How do we store the documents?
- How long should we keep them?
- When to destroy some of them?
- How do we protect the documents we are storing?
- Who has access to the documents?

There is no one size fits all answer to these questions, just as there is not a right or wrong way to do it as long as you follow HUD and state guidelines for what to keep and how long to keep it.

Document management and retention is much more than should I buy another filing cabinet. There are many things to consider. How much space do I have? How do most of my documents come to me, paper or electronic? Is there a specific type or class of document that is causing me problems? The list goes on

Do you have a clear and up to date document management policy that covers all of these areas?

- Types of Documents
- What keep
- How to store
- How long to keep
- When to destroy
- How to protect

MAJOR GAPS IN DOCUMENT SECURITY

A recent study by BPI found that most organizations do not have effective solutions and practices to protect their organizations from document security lapses. The result is that confidential information is routinely at risk in businesses and government agencies today. This includes both paper and electronic documents.

- Data Leakage is when documents wind up in the wrong hands.
- Document security is a major unaddressed vulnerability in today's enterprise.
- Close to half of all companies lack clear policies and practices to protect confidential and sensitive information from accidentally or purposely being leaked in the form of documents.
- More than 60 percent do not have effective tools in place to ensure document security.
- 87% of senior managers admit to regularly uploading work files to a personal email or cloud account
- 58% have accidentally sent sensitive information to the wrong person.



One of the cardinal rules of document management of personal and sensitive information is that workers should only be able to access the least amount of sensitive information possible to perform their job correctly and only while performing the job function that requires it. This can be difficult to manage, especially in small offices where workers must wear many hats or backfill when co-workers are out of the office.

One often overlooked document type is email. Many of our documents come from email attachments or the actual email content. Email is subject to public record requests and for compliance it should be archived using one of the many business email archiving tools that are available. This is another reason that you should not be using your personal email address for conducting housing authority business. It is also another reason that you should not be using your housing authority email account as your personal email account. These 2 emails should always be completely separated for privacy, security and compliance reasons.

Document management is a complex subject. The space here does not allow for an in-depth discussion. Hopefully, I have provided you with some food for thought. Please see our sample document retention policy for additional guidance on how to manage your documents. As always, if you have questions give us a call. We will be glad to help you.



Ultimate IT Guys specializes in helping Housing Authorities with their computers. We are the leading provider of full service support for the housing industry. We offer a complete suite of computer services including; computer sales, remote support, on-site support, off-site backup, anti-virus, preventative maintenance, email hosting, enhanced security, private cloud, website design and website hosting.

We are much more than a bunch of IT geeks that fix problems. We don't just sit around and wait for something to break. We are continually monitoring your environment and fixing many issues before they become problems. We are just a phone call away when you do have a question or need help. We meet with you regularly to make sure we understand your business needs and direction. This allows us to provide you with the best solutions and support. Our goal is to be a vital member of your team and make sure that your IT dollars are spent wisely. We want your technology experience to be stress free, secure, and productive.

We work with all major housing software vendors and are experienced at dealing with HUD and housing specific issues.

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Technology,
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