



Records Management Guidance: Managing Content in a Shared Environment

Purpose:

This guidance provides Court Service and Offender Supervision Agency (CSOSA) employees with requirements for compliance with the Agency's records management policies when using, managing, and maintaining shared drives. This information prepares employees for an enterprise-wide review and remediation of all shared drives used to process documentary material for official business. The participation of agency Records Management staff, Records Liaisons, and other relevant stakeholders, is required.

This document complements CSOSA Policy Statement 1003 and is applicable to all CSOSA employees and contractor personnel who use shared drives in an official capacity. This guidance does not address the Microsoft SharePoint platform.

See also National Archives and Records Administration Bulletin 2012-02, *Guidance on Managing Content on Shared Drives* and [36 CFR Part 12 Subchapter B](#).

Background:

Shared drives, also known as network drives, are typically used to process, store and share content such as word-processing documents, scanned and photographic images, audio, video, spreadsheets, presentations, and databases. Additionally, non-record and personal materials have often been stored on shared drives.

Shared drive organization is critical for long-term information governance, to meet the requirements in 36 CFR 1236, as well as President Obama's Directive M-12-18: Managing Government Records. This guidance will provide the necessary direction to improve CSOSA's overall information management program.

Once a shared drive is organized, it is easier to retrieve and store information and ensure records are properly managed and protected from unauthorized destruction. Organizing the shared drive frees up network space, reducing operational and migration costs. In addition, facilitates CSOSA's ability to respond to e-discovery, FOIA requests, and other privacy and compliance related processes.

Records Determination and Retention Policy:

It is the policy of CSOSA to create, preserve, maintain, use, and dispose of Federal records in compliance with the requirements of the Federal Records Act and applicable NARA regulations, and to ensure access to information by CSOSA officials, and the public, as appropriate. This includes Federal records processed on a shared drive. A shared drive does not provide the functionality of an electronic



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recordkeeping system. However, a combination of manual and automated policies and procedures can make a shared drive part of a recordkeeping system.¹

Roles and Responsibilities:

The CSOSA Records Officer (RO) shall:

1. Provide this guidance and validate compliance regarding records management and privacy issues relating to shared drives.
2. Determine whether shared drive content is a Federal record and provide guidance and instruction on compliant records management.

CSOSA Offices shall:

1. Ensure that records are captured and maintained on a shared drive pursuant to their file plan.
2. Apply existing disposition schedules to official records created and/or maintained on shared drives pursuant to guidance from the RO.
3. Dispose of non-record, unstructured data as appropriate.
4. Ensure that material on shared drives which is subject to federal regulation is maintained appropriately regardless of the physical location or legal status (such as contractor owned, or cloud service).
5. Ensure that any permanent records stored on a shared drive are organized and transferred to NARA as mandated by their disposition schedule.
6. Prevent the unauthorized access, modification, or deletion of declared records.

The Records Liaisons shall:

1. Coordinate with the Records Officer to develop a standardized folder/directory structure.
2. Identify and label record content in accordance with file plan.
3. Apply appropriate disposition authorities to electronic records stored on shared drive.

The combined efforts of the Records Officer, senior leadership, and the Records Liaisons, will help to ensure CSOSA's compliance with all applicable Federal regulations and mandates.

Please email the Records Management helpdesk at records.management@csosa.gov if you have any questions.

¹ [36 CFR 1236.20](#) describes requirements for electronic recordkeeping