

# **Executive Summary**

Alec Millman

LIS 4805-1 Records Management

Fall 2020

10.5

To the leadership,

I write this summary with urgency; we have discovered a substantial problem with our offsite documents & records center, Te Rebel Storage Solutions. While we do not yet have a complete picture of the situation or how anything happened, the situation is dire enough to warrant bringing this to your attention without delay.

We discovered the following problems during reconciliation between our internally kept Digital and digitized records. Most seriously:

- **320** of our cartons **missing**
- **23** cartons designated for legal hold **destroyed** by TRSS

As well as:

- 60 cartons grouped with our inventory that do not belong to us
- Water damage to several of our cartons

We cannot in good conscience continue to use TRSS as our offsite storage solution. The ramifications of these mistakes has the unfortunate potential to be severely consequential in the following ways:

- The **23** cartons **destroyed** on **legal hold**
  - As with all documents & records on legal hold, this has the potential to bite us legally with potentially huge consequences. We could be conceptualizing business-crippling fines. Our big break is that it was our storage facility that destroyed the assets in question
  - We are still in the process of working to determine what happened exactly at the facility, but we are fortunate in that they are accepting the (appropriate) blame and are insured. We should be in the clear
  - However, the seemingly haphazard practices that led to this potentially catastrophic mistake are a large red flag regarding future assurances.
- **320 Missing Cartons**
  - Simply put, we do not know where they are. Not only could this potentially run afoul of regulations and laws (and future potential legal holds) and opens us up to more litigation

- ▶ Additionally, more to daily operations, we are now missing a substantial amount of historical records. While we do not yet have a firm picture on what exactly was lost, it seems to touch a few different facets of the company
  - The incident drives home the inherent risk in what a lack of organization at our offsite storage facility can do. It puts at risk our ability to reference historical data for the purposes of:
    - Product development; financials; R&D; HR; operations, etc
- ▶ Simply put, we cannot rely on TRSS to know where things are, which is their entire purpose
- **60 Cartons** that aren't associated with us in any way
  - ▶ Again, more disorganization from TRSS, leading to a justified sense of unreliability
- **Water Damage**
  - ▶ With the discovery of this damage, we must now add hazardous facility conditions to the TRSS' offenses

It is clear that TRSS lacks both sufficient practices and facilities to remain our offsite storage center. As we finish determining exactly what happened, the RIM department proposes the following general steps to remedy the situation:

- Conduct a thorough audit of what we have at the facility, as what is there does not reconcile with our internal metadata [*already underway*]
- Begin search for new storage facility. The criteria will include:
  - Cost
    - While of course being economical will be of great consideration, likely any cost within a 20% increase of what we're paying now to TRSS is likely worth the risk mitigation that we gain by having reliable offsite storage
  - Location
    - Easy to access
    - not far from our HQ location
    - traffic patterns
  - Facilities
    - Ease of vehicle access, loading and departure
    - Age & quality of building infrastructure
    - Construction: no windows, limited access points, sizable rooms/sections