

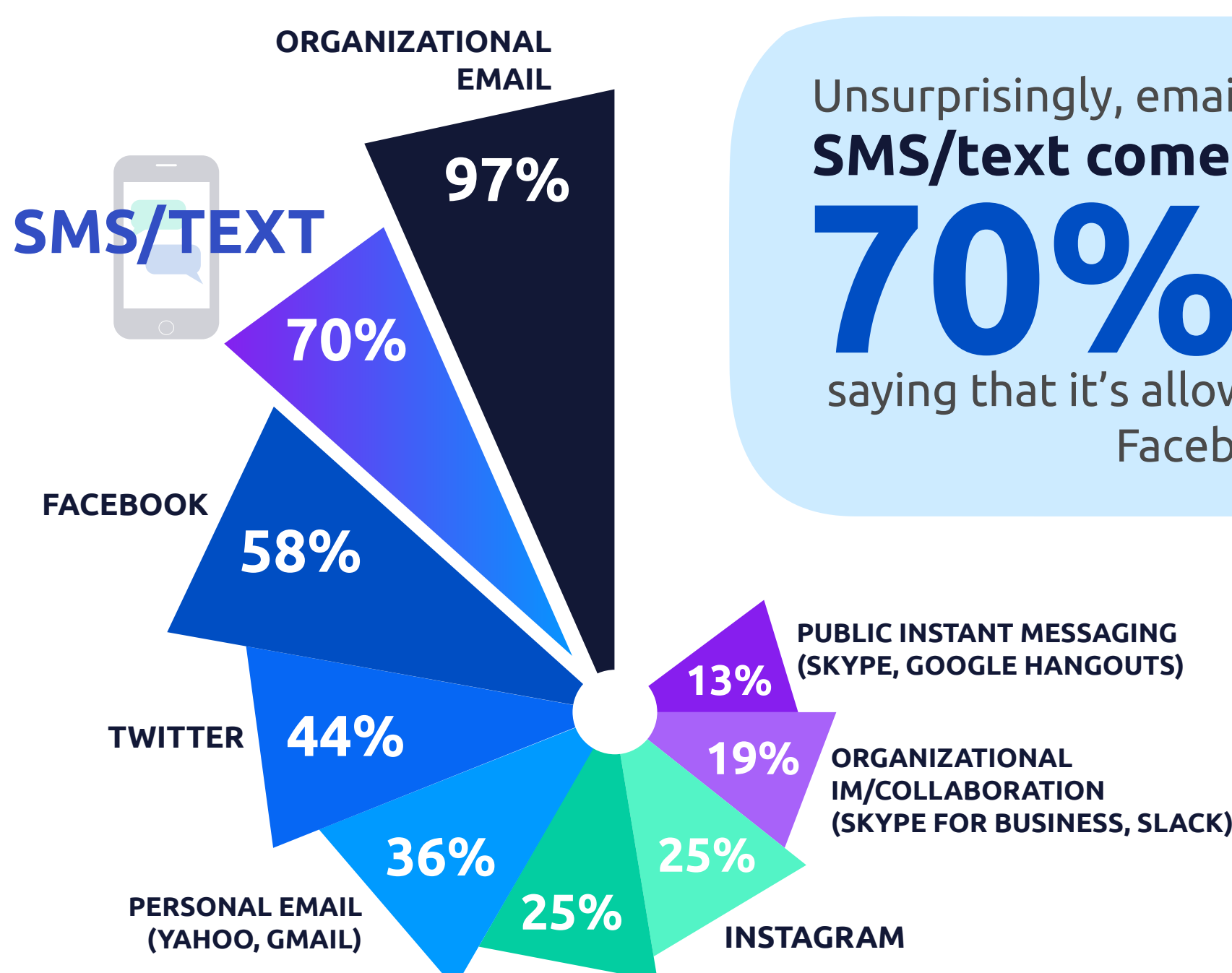
Modernize Now, Avoid Penalty Later

In 2018, business gets done on mobile devices, and the public sector is no exception. We surveyed government agencies across the U.S. to learn how they're responding to the mounting pressure to modernize their public records processes — particularly when it comes to capturing and producing communications from modern channels like SMS/text.

The bottom line: most agencies lack confidence in their ability to respond to records requests that involve SMS/text.

We are pleased to provide a sneak peek with a few highlights from the **2018 Public Sector Text & Mobile Communications Survey**.

What types of electronic communication do government orgs allow for official business?



Unsurprisingly, email tops the list— but **SMS/text comes in second** with

70% of respondents saying that it's allowed, followed by Facebook and Twitter.

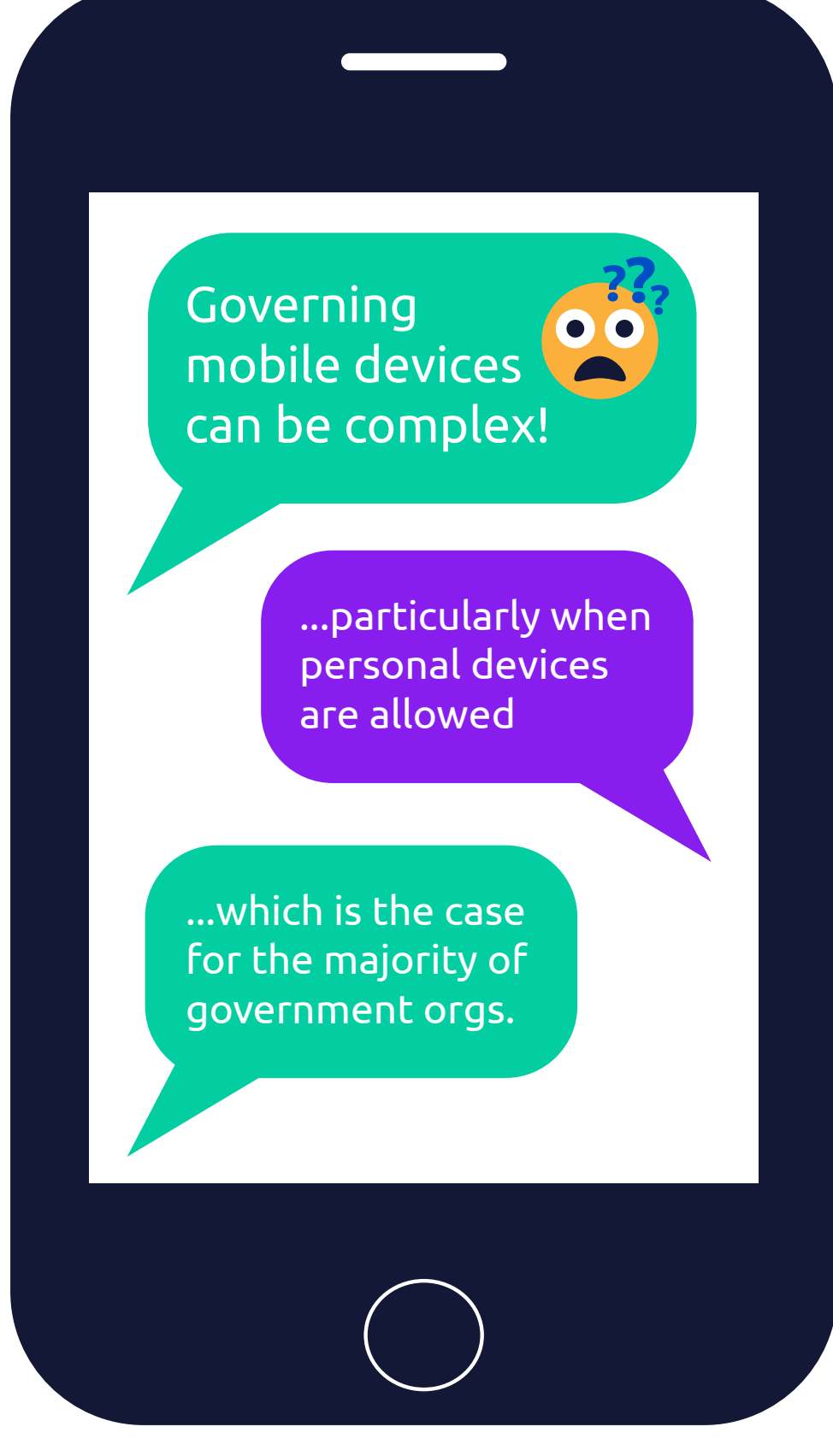
Wow! 70% is a lot — how many orgs are actually capturing official business conducted via SMS/text?

Of those 70% who allow SMS/text as a communication channel, only

54% have a retention and oversight solution in place.



Text conversations about government business are public records, so why aren't organizations capturing them to be produced for records requests?

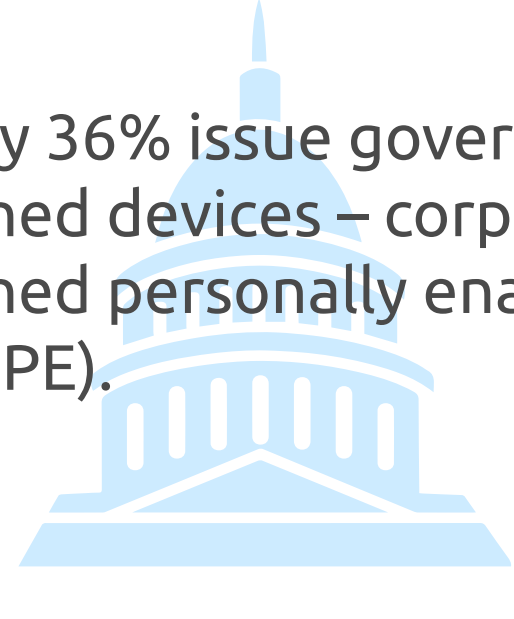


64% (BYOD)

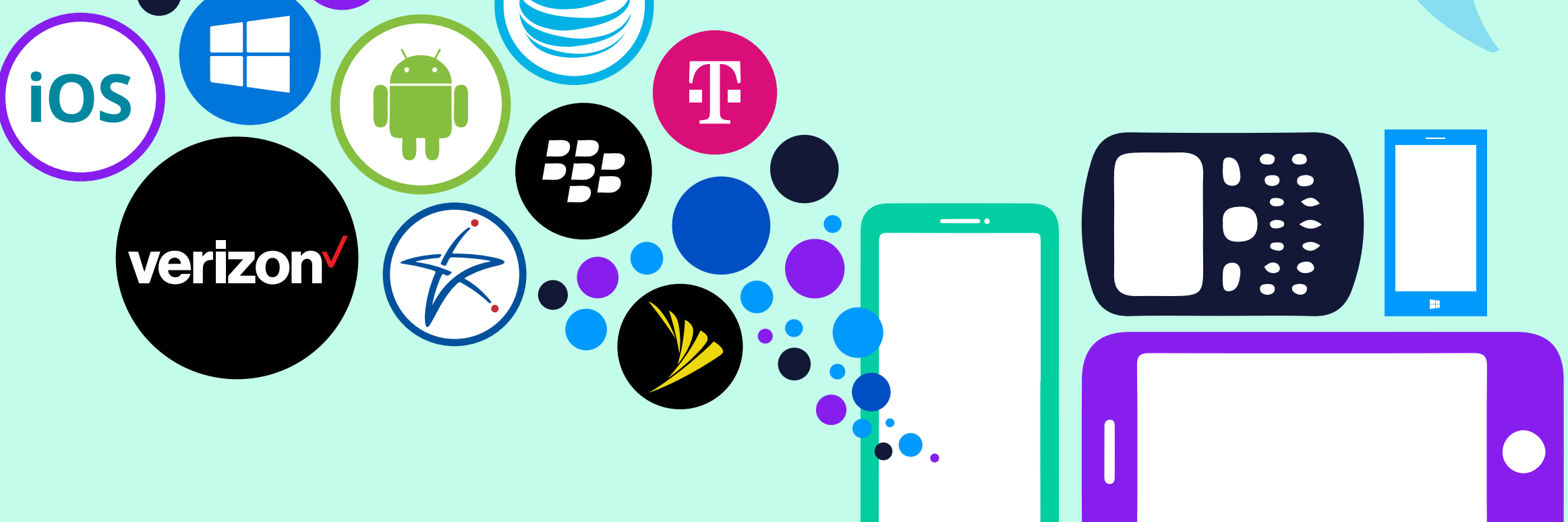
64% of government orgs allow employees to use personal devices for work – Bring your own device (BYOD).

36% (COPE)

Only 36% issue government owned devices – corporate owned personally enabled (COPE).



There are so many types of mobile devices and different carriers. It's a lot to manage!

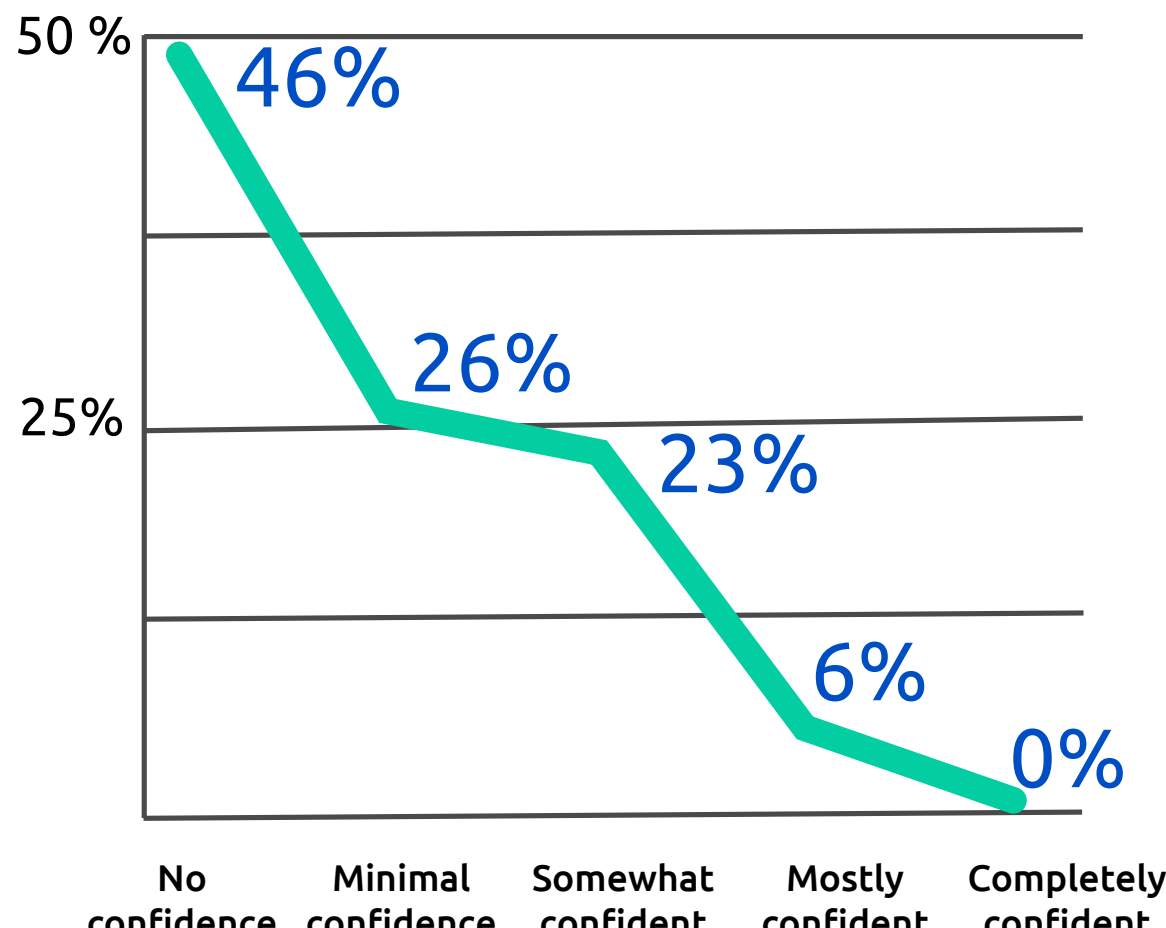


This complexity erodes confidence in the ability to accurately capture, retrieve, and respond when text messages are requested.

Regardless of whether government orgs capture text – they must still respond and produce text communications when requested.

It's no surprise that those not capturing SMS/text messages have little confidence that they could respond to a request for records promptly.

Of course they don't have confidence – but in most states it's the law!



Challenges exist for everyone — including organizations who are already capturing SMS/text data. Budget, complexity, end-user compliance, outdated IT policy....

In their own words—perceived challenges of capture across the spectrum

"Convincing management that [texts] are records that may need to be retained. Retrieving messages from phones of users who separate from the department."

"Users not recognizing that something is a public record and using alternate (not captured) means of texting."

"Volume of text messages. Employees using personal and organization-issued devices. Employees could be deleting messages."

"Information technology policies that require updating."

"We have a WIDE range of devices (new to old) with various operating systems and every carrier. This can cause serious delays on mining and retrieval."

"Allowing a mix of personal and work-issued mobile devices."

Not capturing (Unprepared)

Capturing (Proactive)

The reasons for not capturing are many, but one thing is clear — those who aren't modernizing their processes face the most risk of litigation or penalty.

"NJ Supreme Court: Public Records Metadata Are Themselves Public Records"

"Everyone texts - so why didn't county search cellphones in probe"

"Personal phone use in Trump White House draws scrutiny"

"Hillsborough commissioners fail to follow own guidance on phones, public records"

"State Supreme Court to decide if private communications are public"

"Seattle responded to request for text messages by photocopying a phone"

"California Supreme Court Rules Public Records Act Covers Government Communication on Private Email and Personal Devices"

Capture all electronic records with The Archiving Platform from Smarsh. Register for the webinar on April 10th to delve into the full survey report.

gov.smarsh.com/webinar/gov-survey-2018

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