

REPORT TO CITY COUNCIL

DATE: MAY 11, 2016
TO: MAYOR AND HONORABLE MEMBERS OF THE CITY COUNCIL
FROM: GREG RAMIREZ, CITY MANAGER *JK*
BY: NATHAN HAMBURGER, ASSISTANT CITY MANAGER *hsp*
SUBJECT: REQUEST FOR APPROVAL OF RESOLUTION NO. 16-1814;
ESTABLISHING THE CITY'S ELECTRONIC DOCUMENT
MANAGEMENT SYSTEM (EDMS)

The Records Management Program for the City is to preserve vital City records that relate to the City's operations, history, and to allow the City to legally dispose of records that have served their useful purpose. The program is consistent with state and federal laws and agency guidelines governing public records. The Records Management Program, as a whole, includes the retention schedule, records destruction, electronic storage and retrieval, and relative policies and procedures. An established retention schedule provides a comprehensive listing of records created and maintained by the City, the length of time each record should be retained, and the legal retention authority. Documents already imaged (scanned) and identified within the retention schedule shall be destroyed in accordance with the City's policy.

The proposed Electronic Document Management System (EDMS) policy was developed to formalize the electronic record retention and destruction (paper documents) process and to utilize current and tested technology available to the City. Currently, the City must store large quantities of paper documents. This policy was constructed in conjunction with the City Attorney and meets the requirements of Government Code Section 34090 for records destruction. The policy provides clear direction on the approval process for records destruction, the formatting for permanent imaging, and requires Department Head and City Manager approval prior to the destruction of documents. Should the EDMS policy be approved by the City Council, staff will update the records retention schedule and present it for consideration by the City Council at a future meeting.

The City currently uses Laserfiche software as its EDMS to electronically store official City records. The proposed policy helps to insure that the City complies with definition of a Trusted System, as set forth in California Government Code Sections 12168.7 and 34090.5, and is also in compliance with regulations developed by the Secretary of State to use in recording, storing, and reproducing permanent and nonpermanent documents or records in electronic media, so that every reproduction of a record from the EDMS will be deemed to be a copy of an original record. This policy is also consistent with the

current practices and has been designed and prepared in accordance with AIIM (Association for Information and Image Management) Guidelines Section 6.2 and 6.17 and been reviewed by the City Attorney's office.

The proposed policy does not require any costs beyond those already approved by the City Council for maintaining the Laserfiche program and storage management on the City's Information Technology Network. The cost of storage related to boxed paper documents is expected to be reduced over the upcoming years as more documents are transferred to electronic storage.

RECOMMENDATION

Staff respectfully recommends the City Council approve Resolution No. 16-1814; establishing the City's Electronic Document Management System Policy.

Attachment: 1) Resolution No. 16-1814
 2) Electronic Document Management System Policy

RESOLUTION NO. 16-1814

**A RESOLUTION OF THE CITY COUNCIL OF THE CITY
OF AGOURA HILLS APPROVING THE CITY'S
ELECTRONIC DOCUMENT MANAGEMENT SYSTEM
(EDMS) POLICY**

WHEREAS, The City uses Laserfiche as its Electronic Document Management System (EDMS) to store official records of the City electronically that originally existed as paper and/or electronic records, and

WHEREAS, The purpose of the electronic Document Management System Policy (EDMS) is to ensure the City's EDMS meets the definition of a Trusted System as set forth in California Government Code Sections 12168.7, 34090.5, and is in compliance with regulations developed by the Secretary of State (SOS) to use in recording, storing, and reproducing permanent and non-permanent documents or records in electronic media, so that every reproduction of a record from the EDMS will be deemed to be a copy of an original record; and

WHEREAS, The EDMS Policy documents the business practices that will be implemented to ensure that the process for converting and storing paper records in the EDMS complies with California state law and has been designed and prepared in accordance with AIIM (Association for Information and Image Management) Guidelines Sections 6.2 and 6.17.

**THE CITY COUNCIL OF THE CITY OF AGOURA HILLS DOES HEREBY
RESOLVE AS FOLLOWS:**

Section 1. The "City of Agoura Hills Electronic Document Management System Policy (EDMS)" set forth on Exhibit A, attached hereto and incorporated herein as though set forth in full, is hereby adopted.

Section 2. The City Clerk shall certify to the passage and adoption of this resolution.

PASSED, APPROVED AND ADOPTED by the City Council of the City of Agoura Hills this 11th day of May, 2016, by the following vote, to wit:

AYES: (
NOES: (
ABSENT: (
ABSTAIN: (
)

Harry Schwarz, Mayor

ATTEST:

Nathan Hamburger, Assistant City Manager



PROCEDURES FOR
ELECTRONIC DOCUMENTATION MANAGEMENT SYSTEM (EDMS) POLICY
MAY, 2016

I. Purpose

The City uses Laserfiche as its Electronic Document Management System (EDMS) to store official records of the City electronically. These official records may have originally existed as paper and/or electronic records.

The purpose of this policy is to ensure the City's EDMS meets the definition of a Trusted System, as set forth in California Government Code Sections 12168.7 and 34090.5, and is in compliance with regulations developed by the Secretary of State (SOS) to use in recording, storing, and reproducing permanent and non-permanent documents or records in electronic media, so that every reproduction of a record from the EDMS will be deemed to be a copy of an original record. This policy documents the business practices that will be implemented to ensure that the process for converting and storing paper records in the EDMS complies with California state law. It has been designed and prepared in accordance with AIIM (Association for Information and Image Management) Guidelines Sections 6.2 and 6.17.

An additional purpose of this policy is to permit the City, pursuant to California Government Code Section 34090.5, to destroy original paper records, documents, instruments, books, and papers ("paper records") once those paper records have been stored into the EDMS in compliance with the procedures set forth in this policy. California Government Code Section 34090.5 sets forth that if a record series can be produced electronically and proper archival methods are set in place, the original may be destroyed, with the exception of those documents that are required to be kept permanently in their original form as outlined in the City's retention schedule. This process will reduce storage boxes and storage space costs, as well as bring the City's records management program into compliance with the law.

II. Objectives

- To provide citizens access to public documents;
- To assist in the transparency of public government documents;
- To utilize state of the art security for database management of the City's permanent documents;
- To provide accurate and efficient archival research capabilities and document retrieval;
- To provide disaster recovery capabilities;
- To facilitate organizational access to final records in the most efficient and effective manner.

This policy regarding trustworthy official electronic record preservation applies to all City departments that, via the City Clerk's Office:

- Create or store electronic documents as the official records of the City;
- Intent on destroying the original hardcopy and maintaining the electronic documents as the official records of the City; and/or
- Maintain electronically-originated documents as the official records of the City.

Staff shall not destroy:

- Official records that are expressly required by law to be filed and preserved; and/or
- Official records that are required by law to be retained in hardcopy format.

This policy shall not be construed to allow a department to maintain such official records electronically in place of the original hardcopy.

III. Definitions

- A. **"AIIM"** means the Association for Information and Image Management.
- B. **"AIIM Guidelines"** mean the recommended practice report produced by AIIM and known as "AIIM ARP1-2009 Analysis, Selection, and Implementation of Electronic Document Management Systems (EDMS)," approved June 5, 2009.
- C. **"DPI" and "PPI"** means and refer to dots per inch and pixels per inch, respectively. The terms may be used interchangeably.
- D. **"EDMS"** means Electronic Document Management System and is a computer system designed to store and track electronic documents.
- E. **"Electronically-originated records"** include any record created without first having originated in hard copy format. It includes all documents or records generated through electronic submissions.
- F. **"Indexing"** means inputting descriptions and other information about an imaged document into a template to help with the search and retrieval process.
- G. **"Laserfiche"** document imaging software is utilized by the City as the EDMS to store official records of the City electronically.
- H. **"Lossless compression method"** means a compression method by which data are compressed by efficient coding of the information in the image and where the reconstructed image contains the same amount of information as the original data.

- I. **“OCR” or “Optical Character Recognition”** means the mechanical or electronic translation of scanned images of handwritten, typewritten or printed text into machine-encoded text by means of an optical scanner and specialized software.
- J. **“Official Records”** shall include official documents or official records that are: 1) defined as such in applicable statutes and in the business practices of the City for retaining said documents or records; 2) identified in the City Records Retention Schedule.
- K. **“PDF” or “Portable Document Format”** is an open standard for document exchange. This file format is used for representing documents in a manner independent of application software, hardware, and operating systems. Each PDF file encapsulates a complete description of a fixed-layout flat document, including the text, fonts, graphics, and other information needed to display it.
- L. **“PDF/A” or “Portable Document Format/Archival”** is an electronic file format whereby documents are self-contained, allowing them to be reproduced with all the document coding embedded with the file. It is a file format for the long-term archiving of electronic documents. It is based on the PDF Reference Version 1.4 from Adobe Systems Inc. (implemented in Adobe Acrobat 5 and latest versions).
- M. **“Records hold” or “legal hold”** refers to the duty to preserve and not delete any records, electronic or otherwise, that are potentially relevant to any of the following in which the City may be involved: a reasonably anticipated claim or litigation, an ongoing claim or litigation, a pending employee grievance, a pending regulatory or governmental investigation, a pending subpoena, a pending Public Records Act request, or a pending audit.
- N. **“Records Management”** is a Division of the City Clerk Department, Records Manager, City Manager and City Council.
- O. **“Snapshot”** is the proprietary name of a Laserfiche module that converts electronic documents to TIFF format. Snapshot may be run as a stand-alone program or may be integrated into Laserfiche.
- P. **“TIFF” or “Tagged image file format”** is a bitmapped graphics file format developed by Aldus and Microsoft that handles monochrome, gray scale, 8- and 24-bit color. Files use the .TIF and .TIFF extensions.
- Q. **“Trusted System”** is defined in California Government Code 12168.7 and means “a combination of techniques, policies, and procedures for which there is no plausible scenario in which a document retrieved from or reproduced by the system could differ substantially from the document that is originally stored.”

- R. **“Working Folder”** is the folder where temporary documents are placed and where modifications and deletions are allowed once their purpose has been served. These documents are not documents identified as official records.
- S. **“WORM storage device”** is a data storage technology that allows information to be written to a drive, a single time and prevents the drive from erasing the data. WORM stands for write once, read many, and WORM storage devices are intentionally not rewritable, because they are especially intended to store data that the user does not want to erase accidentally.

IV. Records Retention Policy Compliance

- A. The electronic document Management System (EDMS) shall comply with the Records Retention Schedule for City Records of the City of Agoura Hills approved by the City Council.
- B. Paper records scanned and stored in the EDMS approved for destruction will be destroyed in compliance with the City’s Records Retention and Destruction Resolution. Prior to records destruction, the responsible department head(s) shall sign the Records Destruction Authorization (Form A) approving the destruction, and submit the form to the City Clerk’s Office for final approval and signature by the City Clerk and City Attorney. Once all approvals and signatures have been obtained for such destruction in accordance with state law and the City’s current Records Retention and Destruction Resolution, the records may be destroyed. (See attached “Form A”). The Records Manager shall sign Form A once approved records are destroyed.
- C. Record Holds: When notified by the City Attorney and/or the City Clerk’s Office that a “records hold” or “legal hold” is in place, or when City staff reasonably anticipates that a claim or litigation may ensue, staff shall tag the potentially relevant records in the EDMS, using a unique tag assigned by the City Clerk, so that potentially relevant records are retained beyond their destruction date and not destroyed.

V. Procedure for Converting and Storing Paper Records in the EDMS

- A. The City Clerk is the City official responsible for oversight of the EDMS. The City Clerk’s office shall provide assistance and guidance to other City departments to ensure that the intent of this administrative policy is carried out and that the EDMS serves as a trusted system for storage and reproduction of City records that originated in paper format. Official permanent records should never be retained on local or internal drives.

B. Conversion and Storing of Paper Records

1. All records scheduled for permanent retention shall be converted and stored in the EDMS.
2. The City Clerk's office shall work with each City department to prioritize their records for conversion and storage in the EDMS.
3. Records without a permanent and/or scheduled retention pursuant to the City's retention policy shall not be placed in the EDMS. Unless a draft is being retained as a City record, preliminary drafts should not be stored into the EDMS.
4. City Clerk staff is responsible for converting and storing all permanent City records into the EDMS.

C. Scanning of Paper Original Records.

1. Scanned images shall be a true copy of archival quality.
2. City Clerk staff or City Manager designee shall be the only staff scanning permanent documents into the EDMS.
3. Files that contain confidential/attorney client privilege documents must be scanned and filed separately from the public documents within that file. A "Confidential/Attorney Client Privilege" folder must be created and the documents must be scanned into that folder with limited access to assigned staff. This will ensure confidential documents are not released to the public during review of an electronic document. Attorney/Client Privilege folders are created for each department and are defined accessible to that particular folder.
4. City Clerk staff shall check the scans for legibility, readability, completeness, page counts and confirm that document pages were scanned in the proper sequence, and re-scan poor quality images and missing pages, and correct page sequencing, if necessary. The number of pages shall be written on the outside of the paper file/document to ensure the original document pages matches the pages electronically scanned. Blank pages shall not be included in the scanning process.
5. Documents shall be imaged in a method that ensures they are reproducible in their original form, matching both size and color. In most cases, solid color paper, such as invoices, shall be scanned in black and white. Any use of highlighting, or color descriptors shall be scanned in color.

6. Notes and annotations deemed significant must be retained pursuant to federal law, state law, or the City's current Records Retention and Destruction Resolution, shall be scanned and managed as a part of the electronic record.
 - a) Loose notes to be included in the scanned document will be placed in order at the back of the document before scanning.
 - b) Any page containing sticky or otherwise attached note(s) will be copied with the notes in place. Before scanning, a photocopy of the page with the note(s) in place will be made, and then scanned with the notes removed from the original document. In this way, the City will retain both a clean copy of the document, and a copy of the page with note(s) in place.
 7. Staff may employ a digitized record enhancement technique which is commonly used in scanning software, including but not limited to deskew, despeckle, crop, and rotate; provided, however, that staff shall not use an enhancement technique if it alters the content that exists in an original record.
 8. An electronic sticky note shall be utilized to describe any discrepancies with original copies such as, but not limited to:
 - Dark photocopies – Original copy dark and unreadable.
 - Light ink on photocopies – Original ink light and unreadable.
 - Crooked photocopies – Original photocopy crooked.
 - Missing pages – Original document missing pages.
 9. All pages shall be rotated right side up for viewing purposes.
 10. As transferred documents are scanned, the box shall be marked with provided color coding stickers representing the following:
 - Yellow/Scanned
 - Green/Large Maps Scanned
 - Red/Quality Checked
- D. **Naming** electronic documents. Naming conventions are critical and must be followed to ensure document consistency and accuracy. All electronic documents shall be named.
- E. **Indexing** A template will be used to gather the relevant information about each record. The indexed information will be used to facilitate document search and sort capabilities.

1. The information attached to each record shall include, at least, its subject name.
2. City Clerk staff shall input the information required for each record, unless otherwise directed by the City Clerk or Records Manager.

F. Optical Character Recognition

1. Optical Character Recognition (OCR) will be performed on every predominantly text-based document scanned into the EDMS.

G. Volume New documents shall be scanned into their assigned department Laserfiche volume.

H. Quality Control and Assurance

1. Imaged records will be verified as accurate and complete before finalizing their placement in the EDMS. City Clerk staff shall review and verify that each image of each page of the record is a true and accurate copy of the original record that can be reproduced from the electronic record with full legibility, and that the indexing is accurate. Images shall be checked for document name, legible images, paper size scanned, and the number of pages, blank pages, and page rotation.
2. When possible, staff shall not quality check their own scans. Scans shall be quality checked by a staff person other than the staff member who originally scanned the electronic documents.
3. Poor quality images shall be rescanned. If an accurate and fully legible electronic record cannot be made from the original paper record, then the electronic record shall be noted, utilizing an electronic sticky note as referenced in the scanning section above. The original paper record shall be retained and appropriately filed so that it is preserved. The electronic record shall be appropriately tagged in the EDMS to indicate the file location of the paper original.
4. Documents that do not pass the quality-checking process shall be returned for scanning and returned to quality checking after corrections have been made. Documents needing corrections shall be pointed out by sticky note and page number of document requiring correction.
5. Once the box of documents passes that quality-checking stage, the box shall be staged in a secure storage location for final preparation. A florescent green "FOR DESTRCUTION" sticker shall be placed above the box barcode and the barcode number shall be added to the working destruction lists and staged offsite for the approved yearly destruction. The boxes of documents are destroyed upon yearly destruction approval.

I. Paper Record Destruction

1. All scanned documents shall be retained until the digitized image and indexing is verified as accurate and complete. (See above "Quality Control and Assurance").
2. Once the digitized image and indexing are verified as accurate and complete, and that the document can be reproduced with full legibility, the paper record may be destroyed with the consent of the Department Head and the City Clerk, which consent shall be in writing, utilizing the Authorization to Destroy Paper Records After Imaging & Storing in the EDMS, however:
 - a) No paper record designated as a vital and/or historical record shall be destroyed. The City Clerk, in consultation with the City Attorney's office, shall identify those classes of records that are vital and/or historical records. Vital and/or historical records, at a minimum, shall include:
 - 1) Minutes of the meeting of any legislative body of the City;
 - 2) City Ordinances;
 - 3) Resolutions of any legislative body of the City;
 - 4) Records affecting the title to real property or liens, including any record recorded with the Los Angeles County Recorder's office.
 - b) No page of a paper record that has been scanned and stored in the EDMS shall be destroyed if any page cannot be reproduced with full legibility. Every irreproducible page shall be permanently preserved in a manner that will afford easy reference.

J. Destruction of Records after Reproduction:

In accordance with Government Code Section 3090.5, the City may without written approval of the City Council or the written approval of the City Attorney, cause the public record/document to be destroyed, if all of the following conditions are met:

1. The public record, paper, or document is photographed, micro photographed, reproduced by electronically recorded video images on magnetic surfaces, recorded in the electronic data processing system, recorded on optical disk, reproduced on film or any other medium that is a trusted system and that does not permit additions, deletions, or changes to the original document, or reproduced on film, optical disk, or any other

medium in compliance with Government Code Section 12168.7 for recording of permanent records or nonpermanent records;

2. The device used to reproduce the public record, paper, or document on film, optical disk, or any other medium is one which accurately and legibly reproduces the original thereof in all details and that does not permit additions, deletions, or changes to the original document text and images;
3. The photographs, microphotographs, or other reproductions on film, optical disk, or any other medium are made as accessible for public reference as the original records were;
4. A true copy of archival quality of the film, optical disk, or any other medium reproductions shall be kept in a safe and separate place for security purposes;
5. No page of any public record, paper, document or and part thereof, shall be destroyed if any page cannot be reproduced with full legibility. Every page that cannot be satisfactorily reproduced shall be permanently preserved in the same manner as a similar public record;
6. Every reproduction shall be deemed to be an original record and a transcript, exemplification, or certified copy of any reproduction shall be deemed to be a transcript, exemplification, or certified copy of the original;
7. The Custodian of Records shall cause a declaration to be prepared for the reproduction of an original public record contemplated to be destroyed that states with respect to the reproduced record that:
 - a) The reproduced record has been destroyed prior to destruction;
 - b) The reproduction is a true and correct copy of the original document;
 - c) The reproduction was made under the direction or control of a City Director or Records Manager; and
 - d) The reproduction went through the quality control process;
8. The declaration shall be contained within the image or array of images of the reproduction and shall be signed by the City employee responsible for supervision of the reproduction;
9. If reproduction of the original public record is made and preserved, and if the necessary declaration is completed as set forth above, the original public record may be destroyed without reference to the retention periods set for these regulations and the Records Retention Schedule; and

10. Compliance with these procedures ensures that every reproduction is deemed an original record.

VI. Procedure for Storing Electronically Originated Records in EDMS

- A. City records that exist electronically may be stored in the EDMS if they can be converted electronically to TIFF Group IV format.
 1. Conversion should be performed with a minimum 300 DPI and adjusted higher, on an individual record basis, to provide accurate and complete reproduction. For image files in other formats, such as JPEG, BMP, or GIF, the resolution should be adjusted to closely match the DPI of the original image file.
 2. Conversion, using Snapshot or another approved program, may be performed.
 3. If an electronic record cannot be converted to TIFF Group IV format, such records should be printed and the instructions followed for converting and storing a paper record.
 4. If electronic submissions for maps, design plans, or other architectural drawings will be accepted from the public with the intent of storing the record in the EDMS, such submissions shall be of the highest possible resolution and quality in Adobe Acrobat PDF format, with a minimum 400 DPI.
- B. Records that do not have a permanent retention shall not be scanned and placed in the EDMS. Unless a draft is being retained as a City record, preliminary drafts should not be stored into the EDMS.
- C. City Clerk staff is responsible for converting and storing permanent records and indexing that department's electronic records into the EDMS. The information attached to each record through indexing will include at least its name, date, and retention period.
- D. Optical Character Recognition Optical Character Recognition (OCR) will be performed on every predominantly text-based electronic document converted and stored into the EDMS.
- E. Quality Control and Assurance: Once an electronic record is converted and stored in the EDMS.
- F. Duplicates Stored on City Server: Once an electronic record is converted and stored in the EDMS, the electronic record on the City's server may be deleted as a duplicate.

VII. System Configuration and Backup Technology

A. User Access

1. The EDMS resides on a dedicated server within the City's secure network. The Records Manager or the IT Specialist is responsible for granting user rights to access the EDMS. Access will be assigned using granular permissions based on a user's role within the organization. User roles include:
 - a) IT Director and IT Consultant: Only with the permission or absence of the Records Manager, assign user permissions to view, search, add, edit, delete and print information.
 - b) Records Manager: assigns user permissions to view, search, add, edit, delete, and print information.
 - c) Department Representative: view, search, print information.
 - d) Scanning Technician: view, search, add, print and enter template information.
2. Employees shall only access the system using their assigned login and password. Login names and passwords are assigned by the IT Director or Assistant City Manager via Information Technology. Access rights, permissions, and security shall be linked to an individual user's login and password. Employees must read and understand the City of Agoura Hills document imaging policies prior to using the EDMS.
3. All imaged documents reflect a creation date, modification date and name of staff person who created or last modified the document.

B. Image Format and File Compression

1. File Format: In compliance with AIIM Guidelines Section 5.4.1.4, the EDMS will use Tagged Image File Format (TIFF) ITU Group 4, with no proprietary header information, for records stored in the EDMS. The EDMS will allow users with proper security privileges to convert the TIFF images into PDF/A file format when needed. Images exported from the EDMS will be non-modifiable.
2. Document Image Compression: In compliance with AIIM Guidelines Section 5.4.2.4, the EDMS will use lossless image compression technology supporting ITU TIFF Group 4, ensuring the document quality is not compromised through compression.

3. Resolution: The minimum resolution level for standard business documents shall be 300 DPI/PPI. Where image files in other formats, such as JPEG, DMP, or GIF, are converted to TIFF, the resolution shall be adjusted to closely match the DPI of the original image file.

C. Laserfiche Technology and Backup Procedures

The City has selected Laserfiche as its EDMS. Laserfiche is an archive and retrieval system intended for storage and retrieval of final documents. All permanent imaged documents are secured by Laserfiche Audit Trail to maintain the security of imaged documents and monitor records for compliance. Backup CD's are utilized monthly which cannot be altered and provide equivalent archive and disaster recovery capabilities of microfilm.

These policies establish the legal permissibility of records stored in Laserfiche, and it is critical that this process is correctly followed. Permanent office documents should not be stored on any other type of software or retained on local or internal drives for full compliance. This will ensure the integrity of the records management program. Any exceptions to these policies must be approved in advance by the City Manager or City Clerk.

Any issues affecting databases or system integration will be referred to IT for their determination.

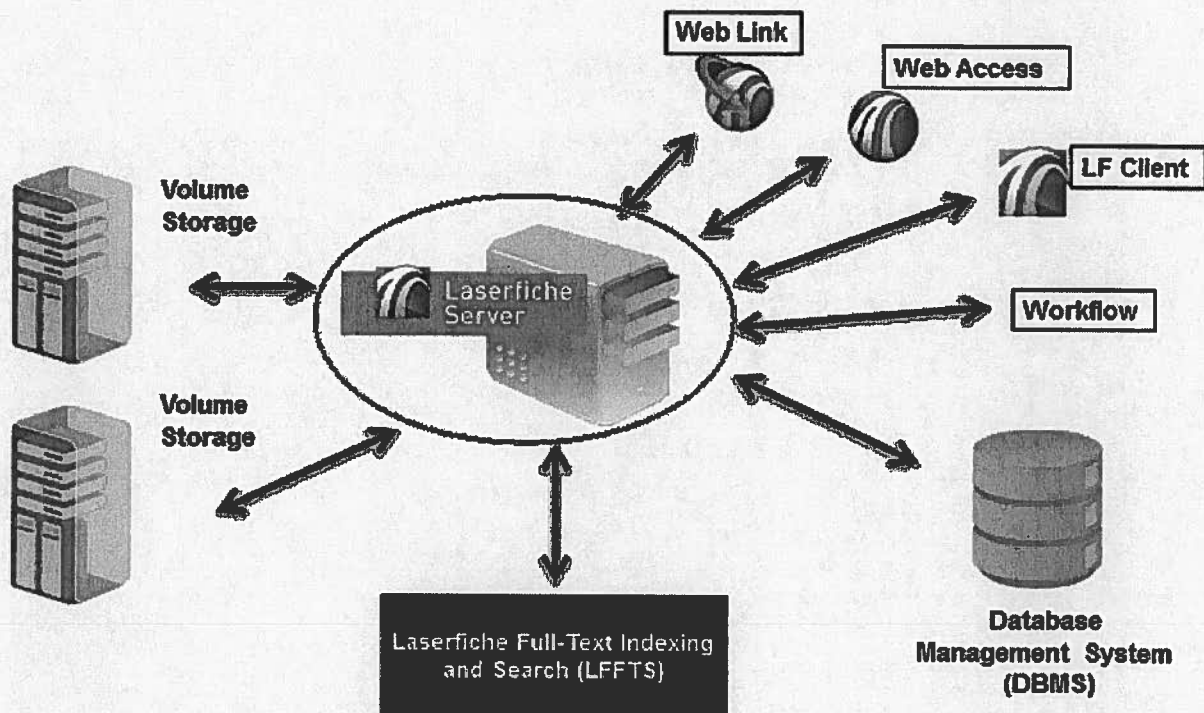
1. The Laserfiche System is comprised of three main components: the Laserfiche Application Server, the Database Server, and the File Server. See attached diagram.
 - a) Laserfiche Application Server stores the application software for Laserfiche.
 - b) Database Server stores the information relating to each TIFF image saved in Laserfiche.
 - c) File Server stores the TIFF images of the electronic records.
2. Storage and Backup
 - a) The File Server, with the stored TIFF images, is on a WORM storage device. In compliance with AIIM Guidelines Section 5.3.3(c), one copy of each electronic record is written to a backup WORM storage device, which does not permit unauthorized additions, deletions or changes to the original document. These backup copies are stored and maintained in a secure off-site location.

- b) Backups of the Database Server will be completed in accordance with a schedule established by Information Technology, at least weekly, and stored off-site in a secure location.
 - c) The Laserfiche Server does not need to be backed up, as it can be easily regenerated from the database and the backup volumes.
3. In compliance with AIIM Guidelines Section 5.3.3(a), the EDMS utilizes both hardware and media storage methodologies to prevent unauthorized additions, modifications or deletions during the approved record retention period of the stored information.
- a) TIFF images of electronic records are stored to a read-only WORM storage device. The security software includes password protection to prevent unauthorized deletion of any data and creates a database audit trail.
 - b) Laserfiche Secure Recycle Bin
 - 1) The EDMS shall be configured to use a Secure Recycle Bin in which deleted documents retain their original security.
 - 2) Records placed in the Secure Recycle Bin may be reinstated or purged from the system. Only the Records Manager may perform these actions.
4. Laserfiche Audit Trail In compliance with AIIM Guidelines Section 5.3.3(b), the EDMS uses an independent audit process to ensure that there is no plausible way for electronically stored information to be modified, altered, or deleted during the approved record retention period of the stored information.
- a) The audit trail security system and encryption software prevents modifications; user access permitting modifications is limited and managed by audit trail security.
 - 1) City Clerk staff is authorized to delete or modify files during the scanning and quality control process. Explicit rights must be assigned by the Records Manager before a user is authorized to delete or modify files.
 - 2) A record is made of any modifications made to the audit trail or to other electronic files.
 - 3) The audit trail cannot be modified or tampered with by the Systems Administrator.

b) The audit trail shall be configured to track basic events in the repository that involve accessing, modifying or exporting data. Basic events include:

- 1) Login and logout**
- 2) Creating, editing, printing or deleting documents.**
- 3) Creating, editing or deleting templates, fields, and annotations.**
- 4) Adding security tags.**
- 5) Exporting documents, volumes or briefcases.**
- 6) Sending documents to the Recycling Bin.**

WHAT ARE THE DIFFERENT COMPONENTS OF LASERFICHE ARCHITECTURE?



Laserfiche Server

The Laserfiche server is the key relay station. It acts like a traffic cop, transferring requests from the client/user applications to the database server and back to the client. In addition, some of the other things it does are:

- Merges search results.
- Determines the columns to display.
- Checks user security.

Laserfiche Full Text Search Service (LFFTS)

It contains all of the searchable text. There is one LFFTS catalog per repository.

Laserfiche SQL Database

- Microsoft SQL Server 2008 R2



CITY OF AGOURA HILLS RECORDS DESTRUCTION REQUEST FORM

Department:	Prepared by:	Date:	Agoura Hills Box No.:	Access Storage Box No.:
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Page No.:	Item No.:	Record Series Title and Contents (as listed in Records Retention Schedule):
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Listed below is a detailed list of records for which I am requesting destruction. The list includes a description of each record sufficient for identification, including the retention schedule page no., record series title and contents, record dates, retention requirements, and destruction date. Unless otherwise directed, the method of destruction proposed is shredding. I hereby certify that the records listed below and/or attached are more than two years old and/or have been retained for the minimum retention period specified in Resolution No. 13-1709. I further certify that the records listed no longer have any administrative, legal, evidential, fiscal, research, or historic value and do not affect the title to real property or liens thereon, are not court records, are not, to my knowledge, required to be kept further by a statute, are not the minutes, ordinances, or resolutions of the City Council or any City board or committee, and are no longer required by the City. I request authority to destroy same pursuant to Section 34090 of the California Government Code.

List of Files Recommended for Destruction: <i>(Description or title of records as listed on file label)</i>	Date of Records		Citation Number:	Destruction Date:
	From:	To:		
	mm/dd/yr	mm/dd/yr		mm/dd/yr

DESTRUCTION AUTHORIZATION

DEPARTMENT HEAD:

CITY ATTORNEY:

CITY CLERK:

Signature

Signature

Signature

Date

Date

Date

Date City Council Approved Records for Destruction: _____

Actual Date Records Destroyed: _____