



**Program #78404B - Records Management Content Manager Position** FY 2024 Department Requested

**Department:** County Assets **Program Contact:** Lauren Kelly  
**Program Offer Type:** Internal Service **Program Offer Stage:** Department Requested  
**Related Programs:**  
**Program Characteristics:** Out of Target

**Executive Summary**

This program supports Department of County Asset’s stewardship of public records by funding a Data Analyst position to continue the successful expansion of electronic document records management system, Content Manager, an enterprise tool to manage electronic records compliance with County regulations, the Health Insurance Portability and Accountability Act, Criminal Justice Information Services Security Policy, state, and federal laws and regulations.

**Program Description**

This program adds a full time Content Manager (CM) Analyst position. The CM Analyst will assist with the short term goals of on-boarding four Human Resources programs (Central HR, Health Department HR, Department of Community Justice HR and Labor Relations) into Content Manager and responding to Content Manager tickets and service issues. This includes: conducting basic testing of functionality, Access Controls, and system Functions Permissions in the test environment; transferring approved builds from Test into Training (as needed) and Production environments; adapting end-user quick reference guides (QRGs) to new custom builds; serving as a resource for basic troubleshooting and end-user training; updating onboarding project documentation and entry into Content Manager; updating End-User and Records Management & Archives Content Manager manuals; conducting initial bulk uploads via Dataport; assisting with new customer consultations and onboarding project initiations and resolving simple tickets. The Analyst will assist with longer term projects by conducting organizational structure field mapping between Workday and Content Manager systems, common records category identification/mapping to retention schedules, and implementation of functional classification for all County records.

Aside from DCA’s legal and stewardship obligations, the innovations produced by this program (person) in conjunction with the existing team members will provide resources, efficiencies, and more effective leveraging of existing county systems and resources to elevate the County’s compliance with records management obligations.

**Performance Measures**

Measure Type	Primary Measure	FY22 Actual	FY23 Budgeted	FY23 Estimate	FY24 Offer
Output	Register all onboarding project documentation & updated RMA manual in Content Manager.	N/A	N/A	N/A	100%
Outcome	Successful completion of four In Process/Proposed on-boarding.	N/A	N/A	N/A	75%
Output	Timely ticket resolution & better absence coverage.	N/A	N/A	N/A	90%

**Performance Measures Descriptions**

- PM #1 - Register all on-boarding project documentation & updated RMA manual in Content Manager.
- PM #2 - Successful completion of four In Process/Proposed on-boarding.
- PM#3 - Timely ticket resolution & better absence coverage.

## Legal / Contractual Obligation

Oregon Revised Statute 192 and Oregon Administrative Rule Chapter 166 define public records law and policy, Records Officer mandates, and standards and obligations for records creation, access, storage, protection, retention, and disposition. Multnomah County Executive Rule 301 assigns the retention schedule function to the Records Management program, and Multnomah County Code Chapter 8.500 defines additional archival records responsibilities and obligations.

## Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Department Requested General Fund	Department Requested Other Funds
<b>Program Expenses</b>	<b>2023</b>	<b>2023</b>	<b>2024</b>	<b>2024</b>
Personnel	\$0	\$0	\$145,042	\$0
Materials & Supplies	\$0	\$0	\$34,958	\$0
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$0</b>	<b>\$180,000</b>	<b>\$0</b>
<b>Program Total:</b>	<b>\$0</b>		<b>\$180,000</b>	
<b>Program FTE</b>	0.00	0.00	1.00	0.00

<b>Program Revenues</b>				
<b>Total Revenue</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

## Explanation of Revenues

This position will be funded with General Funds and in FY 2025 will be a part of the Internal Service Charges.

## Significant Program Changes

Last Year this program was: