

# Records Management System

## User Guide

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North Dakota Information Technology  
Records Management



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# What is the Records Management System (RMS)?

The NDIT Records Management System (RMS) is used to house record series (retention schedule) and state form number (SFN) details.

Agency Coordinators will be granted rights to this system based on role. RMS can be accessed at: <https://apps.nd.gov/itd/recmgmt/rm/user/login>, and is used for the following:

- View record series information
- Submit, track and approve record series changes
- Report/Certify records disposals as complete annually
- View state forms details
- Certify forms inventory (list of SFN's) annually

## RMS Login Requirements (ndgov account)

An NDGov account (user id/password) is required for access to NDIT's Records Management System (RMS). If you do not have a current ndgov account, you can submit a ServiceNow request or contact the NDIT Service Desk: 701-328-4470 for assistance.

### Initial Setup - ServiceNow request

- From the ServiceNow Portal: <https://northdakota.service-now.com/serviceportal> click "Request Something", then navigate to "NDGov User ID" under Security.
- After initial setup, you will be required to change the temp password:
  - <https://www.nd.gov/itd/chanpass/default.aspx>
- Must complete Password Change Information with challenge questions, so the NDIT Service Desk can verify your identification if you call for assistance.
  - Inside the network <https://intranetapps.nd.gov/itd/passwordchg/emailentry.htm>
  - Outside the network <http://www.nd.gov/eforms/Doc/sfn52378.pdf>
  - Try the link for inside the network first. If the website can't be displayed, use the link for outside the network.

### Ongoing Maintenance

- Password expires annually
- Customer won't receive an error message, just won't be able to log in
- Call ITD's Service Desk at (701) 328-4470 or (877) 328-4470 to reset your password

### Password Requirements

NDIT Security has rules for password compliance. Refer to the following website for current password standards: <https://www.ndit.nd.gov/standards/POL0020034>

# Records Management System (RMS)

<https://apps.nd.gov/itd/recmgmt/rm/user/login>

Log in with NDGov ID and password.

## MAIN - Home Page

1. Home   Record Series   State Forms   Department   Reports   Forms Inventory   Disposal Reporting

2. **Record Series Requests** [Submit Request](#)  
Nothing found to display.

3. **Search Record Series**

RCN:

Title:

Description:

Department:

Division:  ▼

Date Range:  to

Media Type: ☐ Paper ☐ Electronic ☐ Other

**Additional Filters**

☐ Include Inactive Records

☐ Include ND General Records

☒ Include Disposed Records

[Search Record Series](#)

4. Working As: [Clear](#) [Change](#)

1. Home menu options across the top of the page.
2. Record Series Requests on the left side of the page displays requests submitted to add, change or delete/inactivate record series.
3. Records and forms options from the main menu at the top also appear on the right side of the page (function the same).
4. "Working As" option: Click 'Change' button to preset the Department/Division drop-downs for a specific division on all tabs/pages (Record Series search, State Forms search, Disposal Reporting, etc.). Useful when an individual is the records or forms coordinator for several departments or divisions and wants to conduct work for one specific area.

The home page display and options available may vary depending on your role.

**ROLES:** Users are set up in RMS based on the following roles:

1. Records Coordinator (all activities under Department and Record Series)
  - Approve Record Series Requests
  - Search Record Series
  - Report AND finalize Record Series disposals
2. Records Coordinator Report Only (search Record Series only)
  - NOT able to approve Record Series Requests
  - Search Record Series
  - Report but NOT finalize Record Series disposals
3. Records Coordinator View Only (search record series and finalize disposals)
  - NOT able to approve Record Series Requests
  - Search Record Series
  - Report AND finalize Record Series disposals
4. Forms Coordinator
  - Search State Forms
  - Review/Certify Forms Inventory (list of State Form Numbers, SFNs)
5. Both Coordinators (all activities of Records Coordinator, #1 above, and Forms Coordinator, #4 above)
  - Approve Record Series Requests
  - Search Record Series
  - Report AND finalize Record Series disposals
  - Search State Forms
  - Review/Certify Forms Inventory
6. Both Coordinators Report Only (can report disposal volumes, but not finalize; cannot approve submitted requests)
  - NOT able to approve Record Series Requests
  - Search Record Series
  - Report but NOT finalize Record Series disposals
  - Search State Forms
  - Review/Certify Forms Inventory
7. Both Coordinators View Only (can search for records/forms data and certify forms inventory/list of SFNs)
  - NOT able to approve Record Series Requests
  - Search Record Series
  - Report AND finalize Record Series disposals
  - Search State Forms
  - Review/Certify Forms Inventory

## HOME - Record Series Requests

### Submitting Requests:

1. Click "Submit Request" button to initiate a request to add, change or delete a record series.

Record Series Requests

Submit Request

RESET: To refresh/start over, simply click the "Home" button to back out. Do not use the browser's 'back' button/arrow.

2. To delete or modify existing record series, reference the record control number (RCN) and department (division optional), click Search to find data already in the system:

#### New Record Series Request

\*Action Type:

Change

\*Record Control Number:

\*Department:

Search

- a. **Deletes:** Indicate reason for the delete in Special Instructions (i.e. program no longer exists, all records disposed; records now covered by another record series (reference RCN); etc.).
  - b. **Changes:** replace new details in appropriate field(s) and indicate what is changing in the Special Instructions (i.e. change title, description and retention). For record series that haven't been updated since migrating to RMS, additional details may be required (i.e. media details-paper/electronic and associated fields, confidential statutes, administrative/agency-recommended retention period, etc.).
  - c. **Adds:** complete all fields.
3. For division transfers, use the Change option and indicate the current division in the Division field. Then indicate the new division in the Special Instructions field.

### Reviewing/Approving Requests

Record Series requests submitted will appear in the records coordinator's queue in this section. The status of the request will display under the 'Action' column.

Record Series Requests						
Submit Request						
4 items found, displaying all items.						
Date	Department	Division	RCN	Title	Action	Type
01/31/2022	Information Technology Dept	Records Management	650111	RECORDS MANAGEMENT PROCEDURES	Preapproval	Delete
01/31/2022	Information Technology Dept	Records Management	140109	ASSOCIATIONS AND BOARDS	Task Force - Approval	Change
01/31/2022	Information Technology Dept	Records Management	800226	RECORD SERIES INFORMATION	Records Manager	Change
01/31/2022	Information Technology Dept	Records Management	800301	EXAMPLE - ADD	Agency - Approval	Add

1. Action field status:
  - a. *Draft*: displayed when user selects "Finish Later" button
  - b. *PreApproval/Initiate*: reviewed by NDIT Records Management (RM) Analyst
  - c. *Task Force Approval*: reviewed by the Task Force (Attorney General, Auditor, and State Archives)
  - d. *Analyst Approval*: NDIT RM Analyst – provides total retention
  - e. *Records Manager*: approval of State Records Manager
  - f. **\*Agency-Approval**: Agency needs to review and either approve or reject updates
  - g. *Final Approval*: final approval by NDIT

Once approved, this series is available by searching under "Record Series" and becomes part of the disposal process under "Department".
2. **\*Agency review/approval**:
 

When the record series is ready for the Records Coordinator to review/approve, an email will be sent and the 'Action' will display with 'Agency-Approval'.

  - a. Click anywhere on row to open Record Series Request details (changes to existing text will be displayed in red).
  - b. Review the information and scroll to the bottom of the page.
  - c. Under the 'Agency User' section, click the appropriate option:
    - a. If everything is accurate, click the 'Yes - I approve this Record Series' option.
    - b. If the information is not accurate, click the 'No - I reject this Record Series' option. A new Record Series service request will need to be submitted with the correct information to initiate the process again.
  - d. Click the 'Submit' button.
3. Once approved, NDIT will provide a final approval. The request will be removed from the requestor's Home page, notification sent, and the record series will be available by performing a Record Series search.

## **DEPARTMENT**

Lists the department/division(s) record series, state forms, and forms inventory status information.

Department	Division	Record Series	State Forms	Disposal	Disposal Month	Forms Inventory
Information Technology Dept (1120)	Records Management (004)	18	8	Complete (92)	July	Incomplete

## **RECORD SERIES**

View information on record series by entering search criteria on either 'Record Series' tab (top or Home-right panel). Once criteria entered, click Search button.

- Click the 'Export Table Data' link to export the list to a spreadsheet.
- Click anywhere on the row to display Record Series details.

1. Most common search options:
  - a. Department and Division to display a list of all record series for a division.
  - b. ND General Records Series (ND General), enter Department=\*General (9990), and place checkmark in box 'Include ND General Records' under Additional Filters.

☒ Include ND General Records

**\*Note:** You can also search by your Department and ND General at the same time by including your agency/department name in Department field and placing a checkmark in “ND General” box.

- c. Search by a Record Control Number (RCN) and Department to display details for a specific record series.
  - d. Search by keyword in the Title or Description to display a list of record series that match the criteria.
2. The ‘Date Range’ applies to dates the record series was updated. For example, search for record series updated within a window of time (i.e. all RCN’s updated between 1/1/2024 to 2/1/2024).
  3. The ‘Record Series Details’ page includes information about a specific record:
    - a. Title, description, confidential status, retention periods, media format, associated State Form Numbers, etc.
    - b. The ‘Record Series History’ is available on the right side of the page.
      - Click the date option under the ‘Effective Date’ column to view most recent changes made (based on date updated). The changes will display in red text.
      - Click on the ‘Prior 2015 Historic’ option under the ‘Effective Date’ column to display the PDF of the Record Series Descriptions maintained prior to RMS implementation.

Narrow search results through the following filter options:

Additional Filters: ☐ <sup>1</sup> Include Inactive Records ☐ <sup>2</sup> Include ND General Records ☒ <sup>3</sup> Include Disposed Records

1. Record series are not deleted from the system. They are made inactive and can be included in the search results.
2. Include records from the ND General Records Retention Schedule.
3. Records that have been disposed as part of the annual records disposal process are included by default.

Employees who don’t have access to the Records Management System can search for record series on the public site at <https://apps.nd.gov/itd/recmgmt/rm/recSer/retention.pdf>

## STATE FORMS

View/Search state form details by entering search criteria on either ‘State Forms’ tab (top or Home-right panel), or under Forms Inventory (see next section).

1. Search by Department and Division to display a list of all forms for that area.
  - Click the ‘Export Table Data’ link to export the list to a spreadsheet.
  - Click a specific Form Number for details.
2. Search by a State Form Number (SFN) to display details for a specific form.
3. Search by all or part of a Title to display forms with a similar title.
4. SFN details are not deleted from the system. They are made inactive and can be included in the search results by placing a checkmark in the “Include Inactive Forms” box.

Additional Filters: ☒ Include Inactive Forms

**Note:** All requests for form and/or SFN updates, need to be submitted using a **ServiceNow**, State Forms request: <https://northdakota.service-now.com/serviceportal>.



Three types of services can be requested in ServiceNow (under "State Forms Needs"):

1. To have NDIT create/design a form on behalf of the agency, submit a request to have "NDIT design/update a form".
2. To submit an agency-designed form for review to ensure state forms design standards are met, submit a request for "review and/or assignment of a SFN (if form is new)".  
**Note:** The [Forms Design Principles](#) (examples of the standards) can also be referenced.
3. To modify state form (SFN) details, submit a "State Forms Inventory" request.

For additional training on submitting [State Forms requests](#) in ServiceNow, or viewing State Form Design standards, go to the [Records Management](#) website (see "Forms Management" section).

## **FORMS INVENTORY**

The forms coordinator will receive an email notification when the forms inventory process is initiated in July of each year. The forms inventory review (report of active state form numbers (SFNs) by division) *must* be completed by **December 31<sup>st</sup>** of the year initiated.

1. Access the Forms Inventory Reports through one of the following options in RMS:
  - Option 1 - Click on the link in the **email notification** to be directed to the Forms Inventory tab.
  - Option 2 – Directly from RMS, click the '**Forms Inventory**' tab either on the top of the page or on the Home screen (right side of the page).
    - Enter search criteria to locate the appropriate report.
  - Option 3 - Click the '**Department**' option from top menu. Shows status of review (will display as "complete" once the process is finalized).
    - Click the arrow to the left of the Department to display the list of divisions.
    - Click the "Incomplete" link under the 'Forms Inventory' (far right) column to display the list of SFNs.
2. Review the list of SFNs and titles (by division). Under the 'Forms Inventory Certification' section, select the appropriate option:

### **Forms Inventory Certification**

☒ I Certify that the State Forms Have Been Reviewed and Are Correct.

☐ I Certify that the State Forms Have Been Reviewed and Requires Corrections. A request Will Be Submitted to update the State Form Inventory.

- Click the first option indicating the forms have been reviewed and are **correct** if the information is accurate. Click the 'Submit' button. The status will display as 'Complete' under the Department tab, Form Inventory (last column).
- Click the second option indicating the forms have been reviewed and **corrections are required** if changes are needed to the form details (inactivate/delete SFNs associated with obsolete forms, change form titles, move SFN to a new division, etc.). Click the 'Submit' button. The status will display as 'Updates Required' under the Department tab, Form Inventory (last column).

**Note:** Submit updates to the forms inventory by submitting a State Forms request using the ServiceNow portal

- Once the updates are completed, return to RMS, Forms Inventory certification and select the option indicating the forms have been reviewed and are correct (first option). Click the 'Submit' button. The status will now display as 'Complete' under the Department tab, Form Inventory (last column).

## **DISPOSAL REPORTING – ANNUAL RECORDS DISPOSAL PROCESS**

The records coordinator will receive an email notification when the records disposal process is initiated. The disposal process must be completed within six months from the month initiated.

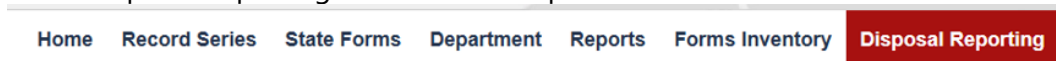
There are several areas to view the status of the records disposal process.

1. **Disposal Reporting:** the 'Status' column will display as follows:
  - Undisposed (initial status): record is not yet reported or finalized
  - Reported: records disposal volume is reported (once saved), but not finalized
  - Disposed: records disposal volume is reported and finalized (completes the process)
2. **Department:** the 'Disposal' column will display as follows:
  - In-Process: disposal process not started or some of the reporting is finalized
  - Pending Finalization: all records disposal volumes reported, but not finalized
  - Complete: all records reported and finalized
3. **Reports:**
  - Records Disposals tab: view current or previous disposal information
  - Archives tab: view record series identified with disposal method of "Transfer to Archives"
    - **Note:** Check the box "Include ND General" to see the complete report of current record series eligible to transfer.
4. **Record Series:**
  - Within each Record Series, the User Reporting (current disposal details) and Disposal Information (history) sections are available for viewing.

### **STEPS:**

#### **Follow these steps to complete the annual disposal reporting and certification process:**

1. Click "Disposal Reporting" tab from the top menu:



2. Department and Division must be filled out to start the process

**Disposal Reporting**

**Search Disposal Reporting**

RCN:

Title:

Record Series Description:

Department:

Division:

Additional Filters: ☒ Include ND General Records ☐ Include Disposed (Finalized) Records

- Search for department name or number to expand the division listing:

**Note 1:** If you do not see the Division(s) when clicking the drop-down arrow, make sure you click the blue pop-up to select the Department name first:



Department: information

Division: Information Technology Dept (1120)

**Note 2:** If the agency only has one division, RMS should automatically populate after adding the Department name.

3. After selecting Department/Division, select "Search Disposal" button.

The search results for the division, as well as the ND General records series (GRS) will display (sorted by RCN, listing the division record series first, then ND GRS).

Note: Click "[Export Disposal Data](#)" to create excel file.

4. Click anywhere on the row to activate the Paper, Electronic, No Records Eligible, and Comments fields

**Note:** clicking the "Enable All" button will activate all record series at one time:

5. Start entering disposal volumes:

- Enter numeric values only for the volume of records disposed, shred, deleted or transferred to the State Archives\* (paper-in inches/electronic-convert to MB – do not use symbols, alpha characters, etc.), or check the box "no records eligible" for each record series.  
Note: View additional record series details using a separate tab with RMS open or the public access link (see NOTES section below)
- Click "Save Disposal" button on EACH page before moving to the next page.
- Continue through the list until all record series have been visited (including all 'General' record series)
- After ALL series have a disposal volume entered, "No Records Eligible" box is checked, or a Comment is added, click the "Save Disposal" button:  
**Note:** The status column should change from "Undisposed" to "Reported".
- Click the "Finalize Disposal" button. If you see a notification to "Transfer to Archives", see comments below for \*record transfers. Once complete, you should see a notification at the top of the RMS screen.

**All records for Records Management (004) are reported as disposed.**

Note: The status will change to "Disposed". This will complete the process.

**\*Record transfers to the State Archives:** If historical records are eligible to transfer to the archives, contact the State Archives at "[archivestransfer@nd.gov](mailto:archivestransfer@nd.gov)" or call 328-2091 to make arrangements for transfer. If the agency has a designated archival repository, they will forward the request. Transferring electronic records requires special procedures. Review electronic record transfer instructions on the State Historical Society's website at: <http://history.nd.gov/archives/electronicrecords.html>. Finalize the transfer process prior to reporting disposals as complete.

\* **Note:** If records show a disposal method of "Transfer to Archives" a popup message will appear "*Records are eligible for archival transfer. Contact the State Archives.*" upon finalizing disposal report.

## **NOTES:**

- Record series from the ND General Retention Schedule will be integrated with the department/division specific records. If the department has a general records retention schedule, these records will also be integrated with the department/division specific records.

- Typically, only the records coordinator for a department/division will have access to RMS. Employees without access to RMS can view record series/disposal information by contacting the agency's Records Coordinator (see #1 below for an excel file), or going to the public access site (see #2 below).
- Records Coordinators with RMS access: To view or share the records disposal information with other employees who don't have access to RMS:
  - 1) Create an excel spreadsheet directly from RMS listing the record series and disposal details. From "Disposal Reporting", enter the Department and Division (if not already prefilled) and click Search Disposal. Click the "[Export Disposal Table Data](#)" link (found below Search Disposal button).



Note: It is recommended to always use RMS for the most current information.

- 2) Public access site: <https://apps.nd.gov/itd/recmgmt/rm/recSer/retention.pdf>
    - Here, employees can search for record series details. Then report the records volume disposed for each record series to the agency Records Coordinator.
- Once the disposal reporting is complete, when searching you may see an error "No results found":

### Disposal Reporting

Sorry your search did not find any results. Please try changing your search criteria and try again.

- If you see this error, try the search again, but make sure to check the box "Include Disposed (Finalized) Records" and click the search button.

 A screenshot of the "Additional Filters" section in the RMS interface. It shows two checkboxes: "Include ND General Records" and "Include Disposed (Finalized) Records". Both checkboxes are checked. A red box highlights the "Include Disposed (Finalized) Records" checkbox. Below the filters is a blue button labeled "Search Disposal".