Electronic Records Request Process for Records Housed at Agency of Digital Services (ADS)

Public Records Request

https://www.sec.state.vt.us/archives-records.aspx

1. These requests need to be submitted by the Agency/Department Records Officer, or Records Liaison. The State Records Officers/Liaisons List is located here: https://http://www.sec.state.vt.us/media/819532/vsara_activestaterecordsofficerlist.pdf

   If you have questions in regard to Records Management, they should be directed to the Secretary of State's Office at https://http://www.sec.state.vt.us/archives-records/records-management.aspx%20

2. The Records Officer/Liaison shall login to the Public Records Request System at: https://secure.vermont.gov/DII/foia/ and log the public records request. Once logged, an ID number will be assigned to the request. Please take note of this ID number as you will need it for Step 3. below.

3. The Records Officer/Liaison shall submit a LANDesk ticket (https://itsupport.vermont.gov) to request the creation of an e-Discovery Case. Please include the Public Records Request ID from the Public Records Request System (see Step 2. above). Please be sure to specify only the source(s) of information you need access to (what data source, i.e. email, SharePoint, etc.), and who should be granted access to review these records.

4. ADS Staff will provide access needed for above requester to perform search on data. Instructions on how to access the information is located here: This is in process, we can assist as needed at this time.

5. The LANDesk ticket will stay open until the requestor updates the ticket to close the case.

Other Types of Records Requests

A legal hold is a process that an organization uses to preserve all forms of relevant information when litigation is reasonably anticipated.

A Law Suit

The legal hold is initiated by a notice or communication from legal counsel to an organization that suspends the normal disposition or processing of records, such as backup tape recycling, archived media and other storage and management of documents and information. A legal hold will be issued as a result of current or anticipated litigation, audit, government investigation or other such matter to avoid evidence spoliation. Legal holds can encompass business procedures affecting active data, including, but not limited to, backup tape recycling.[1]

1. Request should only come from AGO's Office via email with a Case Number to SOV.LegalHoldRequests@vermont.gov. (These requests can be for all State Employees).

2. Request can come from DHR – Legal with a Case Number to SOV.LegalHoldRequests@vermont.gov. (These requests can be for All State Employees).

   ☐ If Active Employee, user will be put on Litigation Hold and an E-Discovery case will be created.
   ☐ Inactive Employees are just added to the E-Discovery Case that is created.
   ☐ All requests once completed you need to send an email to SOV.LegalHoldRequests@vermont.gov to close the case.

3. If request does not come from above-identified users, when submitting an investigatory request with ADS Shared Services at the above email address, you should also include necessary approvals (from general counsel or from leadership of your department/agency). (Your request may fall outside the scope of the above, which may require approvals).

An Employee has left Position with the State

1. These requests need to be submitted by the Agency/Department Records Officer, or Records Liaison. The State Records Officers/Liaisons List (See Link Above).

2. The Records Officer/Liaison shall submit a LANDesk ticket (https://itsupport.vermont.gov) to request the creation of an e-Discovery Case. Please be sure to specify only the source(s) of information you need access to (what data source, i.e. email, SharePoint, etc.), and who should be granted access to review these records.

3. ADS Staff will provide access needed for above requester to perform search on data. Instructions on how to access the information is located here: http://dii.vermont.gov/sites/dii/files/PDF/Support/How-to-use- Office365eDiscovery.pdf

**Note: We will always take caution when we receive these requests and validate the type of request and who is requesting.