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Pitney Bowes Survey on Records Management in Government Uncovers Need, but Also Challenges

Survey focused on both paper and electronic records

STAMFORD, Conn., December 03, 2008 – Records management is an essential need for federal government agencies, according to a survey sponsored by Pitney Bowes Government Solutions, Inc. (PBGS), a wholly owned subsidiary of Pitney Bowes Inc. (NYSE: PBI). The survey also revealed however, that challenges exist to fully implementing an efficient and effective records management system. The survey was conducted by the Government Business Council, the marketing research arm of *Government Executive* magazine.

Jon Love, president, Pitney Bowes Government Solutions, cited three key reasons records management is fast becoming a priority for federal government agencies. “Federal agencies are finding compliance with the Freedom of Information Act (FOIA) increasingly difficult and expensive, with the backlog of FOIA requests having tripled over the past nine years according to Government Business Council research,” Love stated. “In addition, agencies must also comply with National Archives and Records Administration’s requirements, as well as other federal regulations.” Love also noted that, “records management is becoming an increasingly complex process for federal agencies and as such, they will need to rely on effective and secure records management processes.”

Among the top-line findings of the survey were the following:

- Records management is a key component of successful federal operations. A majority of respondents (57 percent) rated the overall importance of records management essential in operating federal agencies.
- There has been a broad change to records management systems within federal agencies. Yet, despite progress, agencies continue to experience unresolved performance issues. While 33 percent of respondents said the progress of records management in federal agencies significantly improved over the past five years, 56 percent said that there is significant room for improvement of existing records management systems.

- Program managers within agencies are increasing the implementation of electronic records solutions. Forty-four (44) percent of respondents stated that documents are archived electronically.
- The survey also found that a large group of respondents (41 percent) cited the lack of an explicit mandate requiring digitization as the main factor impeding an agency's focus on electronic records management.

Survey respondents were randomly chosen from *Government Executive's* audience of federal decision makers, and reflected an array of levels, experience and agencies.

For an executive summary of the survey results log on to: www.pb.com/governmentsolutions.

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