

New Hire Training Syllabus

(version 0.5—2016-06-01)

The term “new hire” covers both full-time employees and interns.

Stage 1. Inventory, data entry, and the Records Management Application.

- **Description:** basic inventory and data entry into the Records Management Application. Trainee is shown how to enter boxes (create boxes, folders, projects, assign and change status; assign a location), and how to enter production statistics into the tracking report.
NOTE: select **one** records series from a single department. The record series shall be very simple and time-based. Examples: Accounting and HR personnel records.
- **Significant factors:**
 - Lots of oversight by an experienced Analyst.
 - All data entry is reviewed by an experienced Analyst.
 - Provide trainee with as much context as possible.
- **Duration:** when the error rate drops below 1 folder in 20 (1:20), move to Stage 2.
NOTE: Review the training approach if the trainee does not meet this goal after 35 hours of starting this Stage.
- **Training document:** *Patterns and SOPs (Standard Operating Procedures)*

During this Stage, the trainee is briefed on the mission and history of EDC to provide more context.

Stage 2. Intermediate inventory and data entry.

- **Description:** inventory and data entry into the Records Management Application. As described in Stage 1, but with more complex records.
NOTE: select **one** records series from a single department. The record series should be more complex than in Stage 1, but still time-based. Example: Contract records.
- **Significant factors:**
 - Somewhat less oversight by an experienced Analyst.
 - All data entry is reviewed by an experienced Analyst.
 - Provide trainee with as much context as possible.
- **Duration:** when the error rate drops below 1 folder in 50 (1:50), move to Stage 3.
NOTE: Review the training approach if the trainee does not meet this goal after 35 hours of starting this Stage.
- **Training documents:**
 - *Patterns*;
 - *Resources Reference Guide* (with training on use of Project Central, DASH, etc.);
 - *EDC Terms and Definitions* (Excel file); **create new doc!**
 - *SOP 020 Boxes Contaminated with Mold*;
 - *SOP 021 Non-L2 Box Re-Inventory or Updates*.

Stage 3. Help Desk I—Internal Pickups & Deliveries

- **Description:** accompanied by an experienced Analyst, trainee performs pickups from, and deliveries to, EDC departments (“meet the customer”).
- **Significant factors:**
 - Accompanied by an experienced Analyst.
 - Provide trainee with as much context as possible on the department and the customer.
- **Duration:** on-going.
- **Training documents:**
 - *SOP 002 When a user requests a box stored at Records;*
 - *SOP 003 New box pickup checklist;*
 - *SOP 008 Preparing a box for circulation;*
 - *SOP 009 When pick-ups return to Records;*
 - *Staff Directory (EDCs);*
 - *Help Desk Assignment (graphic).*

Stage 4. Help Desk II—Management of the File Box Tracking Form system

- **Description:** trainee is shown how to respond to user requests, how to conduct records searches, how to create reports of the search results, and how to reply to box requests.
NOTE: trainee should perform the first two or three searches under the supervision of an experienced analyst.
- **Significant factors:**
 - Lots of oversight by an experienced Analyst.
 - All actions are reviewed by an experienced Analyst BEFORE they are finalised.
- **Duration:** after trainee has demonstrated the capability to perform two or three solo searches, move to Stage 5.
NOTE: Review the training approach if the trainee does not meet this goal after 35 hours of starting this Stage.
- **Training document:**
 - *Standard Email Replies.*
 - *SOP 002 When a user requests a box stored at Records;*
 - *SOP 004 When a user requests a specific item (physical records);*
 - *SOP 006 When a user requests a records search;*
 - *SOP 008 Preparing a box for circulation;*
 - *SOP 009 When pickups return to Records;*
 - *SOP 012 When a requested box is in circulation;*
 - *SOP 038 File Box Tracking Submissions;*

Stage 5. Help Desk III—Records Searches

- **Description:** trainee is shown how to perform searches in the records management application, initially using the Web Tool, then the Client Software. The different results are demonstrated and explained. Trainee is shown how to deal with restricted access

departments and litigations holds as well as destroyed materials. Trainee is shown how to add or remove users from RMA.

NOTE: start training with pre-determined sample searches (e.g., PINKS).

- **Significant factors:**
 - Lots of oversight by an experienced Analyst.
 - All searches are reviewed by an experienced Analyst.
 - No user is added or removed without review by an experienced Analyst.
 - Provide trainee with as much context as possible.
- **Duration:** after trainee has demonstrated the capability to consistently perform effective searches, trainee can be left to perform searches without supervision.
 - NOTE: Review the training approach if the trainee does not meet this goal after 14 hours of starting this Stage.
- **Training documents:**
 - SOP 006 *When a user requests a records search*;
 - SOP 012 *When a requested box is in circulation*;
 - SOP 023 *Create a Hold in ARM*;
 - *Restricting Access to EDC Records* (graphic);
 - *How to search on ARM (update)* (PowerPoint);
 - *Resources Reference Guide*;
 - *EDC Terms and Definitions* (Excel file).

Stage 6. Off-site Storage I

- **Description:** trainee is shown how to order boxes, using the Iron Mountain “IMConnect” Web tool; handle Iron Mountain deliveries and pickups; check in boxes; where to place different types of boxes in 2nd floor storage area; change box status; operate bar code scanners; and perform truck inspections.
 - NOTE: Minimum number of boxes per order; who compiles order and uploads it to IMConnect (one person).
- **Significant factors:**
 - Lots of oversight by an experienced Analyst.
 - All actual IMConnect orders are reviewed by an experienced Analyst BEFORE they are finalised.
- **Duration:** after trainee has demonstrated the capability to perform complete and accurate orders consistently, move to Stage 8.
 - NOTE: Review the training approach if the trainee does not meet this goal after 14 hours of starting this Stage.
- **Training documents:**
 - SOP 011 *Ordering records from off-site storage*;
 - SOP 013 *Scanning boxes in Records' spaces*;
 - SOP 028 *Records Delivery Truck Inspection*;
 - *IMConnect - How to Search for Inventory and Place an Order* (O:_New\Vendors\Iron Mountain\documentation);

- *IMConnect - How To Place a Pickup Order* (O:_New\Vendors\Iron Mountain\documentation);
- *IMConnect - User Guide* (O:_New\Vendors\Iron Mountain\documentation).

Stage 7. Legacy Records Project I

- **Description:** trainee is shown how to look up records retention schedules; update inventory data using the *Patterns* document; and how to review destruction-eligible materials.
NOTE: start training with pre-determined box types (e.g., L2)
- **Significant factors:**
 - Lots of oversight by an experienced Analyst.
 - All actual orders are reviewed by an experienced Analyst BEFORE they are finalised.
- **Duration:** after trainee has demonstrated the capability to perform data inventories, move to Stage 10.
NOTE: when the error rate drops below 1 folder in 20 (1:20), trainee can perform updates unsupervised.
- **Training documents:**
 - *Patterns*;
 - *Departmental records retention schedules*;
 - *Resources Reference Guide*;
 - *EDC Terms and Definitions* (Excel file);
 - *SOP 017 Destruction Project Inventory*;
 - *SOP 010 L2 Box Inventory*;
 - *SOP 020 Boxes Contaminated with Mold*;
 - *SOP 030 When to Inventory L2s by Sampling*;
 - *SOP 014 Review of Destruction-Eligible Boxes (Reviewer 2) revised*.

Stage 8. Off-site Storage II

- **Description:** trainee is shown how to place large orders or pickups; how to order supplies; how to check inventory at the warehouse.
NOTE: make sure trainee has functioning login and password access to IMconnect and handheld scanners.
- **Significant factors:**
 - Lots of oversight by an experienced Analyst.
 - All actual IMConnect orders are reviewed by an experienced Analyst BEFORE they are finalised.
- **Duration:** after trainee has demonstrated the capability to perform orders on their own, move to Stage 9.
NOTE: Review the training approach if the trainee does not meet this goal after 14 hours of starting this Stage.
- **Training documents:**
 - *SOP 018 New IM boxes*;

- SOP 019 *Scanning large deliveries.*

Stage 9. Records Management Application—Electronic Records

- **Description:** trainee is shown how to access electronic documents; how to upload electronic documents, including quality control (includes Compliance DASH training). Copying data from Legal Closing report to RMD tracking report, and following up with Bond Counsel firms.

NOTE: trainee should be directly advised by an experienced Analyst for first Bond Book download.

- **Significant factors:**
 - Lots of oversight by an experienced Analyst.
 - All actions are reviewed by an experienced Analyst BEFORE they are finalised.
- **Duration:** when the error rate drops below 1 folder in 20 (1:20), trainee can perform updates unsupervised.

NOTE: Review the training approach if the trainee does not meet this goal after 35 hours of starting this Stage.
- **Training documents:**
 - SOP 024 *Add a user in ARM;*
 - SOP 026 *Bond Books;*
 - *Guidelines for Providing Copies of NYCIDA and Build NYC Closing Files to the NYC Economic Development Corporation;*
 - SOP 029 *Word to PDF_A Conversion;*
 - SOP 039 *PDF/A Batch Conversion with Acrobat DC;*
 - SOP 033 *How to Process Digital Media;*
 - SOP 034 *How to Process Analog Media;*
 - SOP 035 *Uploading Audit Reports;*
 - SOP 036 *Destruction of Records in ARM;*
 - SOP 040 *Uploading Files to ARM.*

Stage 10. Legacy Records Project II

- **Description:** trainee is shown how to look up Folder Event Dates for event-based retention rules; how to compile review assignments.

NOTE: trainee should be comfortable navigating Project Central on EDCis.

- **Significant factors:**
 - Lots of oversight by an experienced Analyst.
 - All actions are reviewed by an experienced Analyst BEFORE they are finalised.
- **Duration:** when the error rate drops below 1 folder in 20 (1:20), move to Stage 11.

NOTE: Review the training approach if the trainee does not meet this goal after 14 hours of starting this Stage.
- **Training document:**
 - SOP 010 *L2 Box Inventory;*
 - *Resources Reference Guide;*

- *RM Records Retention Program PDF*;
- [Department Records Retention Schedules](#)

Stage 11. Billing—Off-site Storage

- **Description:** trainee is shown how to track deliveries and pick-ups, locate previous Iron Mountain invoices, review order log, collect Receipt of Service Requested forms, contact account representatives Gilda Gomez Gilda.Gomez@ironmountain.com and Lesley Boyle Lesley.Boyle@ironmountain.com, create “pink” for submittal to accounting.
NOTE: trainee should be directly advised by an experienced Analyst for first two (2) Iron Mountain billing review and payment cycles.
- **Significant factors:**
 - Lots of oversight by an experienced Analyst.
 - All actions are reviewed by an experienced Analyst BEFORE they are finalised.
- **Duration:** after trainee has demonstrated the capability to perform two or three successful invoice checks, trainee no longer needs oversight from an experienced analyst.
NOTE: Review the training approach if the trainee does not meet this goal after 35 hours of starting this Stage.
- **Training document:**
 - SOP 0xx – Iron Mountain Billing