

## Maintaining NASA Records in the Telework Environment

### **Q: Where do I store any records, I create during this period of teleworking?**

A: You should be connected to the NASA network via VPN and be able to store your records/files where your organization's e-records are maintained. If you are unsure where that is, ask your organization's records liaison officer or your Center Records Manager (CRM).

You may find your CRM and other useful records management information at <https://inside.nasa.gov/records>.

### **Q: Can you remind me again what federal records are anyway?**

A: A record is information we create or receive, during our jobs, that document a NASA's or our organization's business: our organizations, policies, decisions, achievements, and operations. Records may include contracts, research notes, business-oriented emails or other e-communication, reports, program plans, project reviews, photographs, presentations, or data sets.

### **Q: Is there anything I need to know when sharing our personal questions/experiences of our new work environment in special collaborative spaces created for that purpose?**

A: Consider spaces for posting "hallway" types of personal discussions. For example, some organizations have set up a "Team" in Microsoft Teams just for sharing stories or pictures of what we're doing for to avoid cabin fever while working at home.

To keep "non-record" conversations separate from "record" communications, be sure to use existing spaces established for our work-related collaboration and business discussions.

### **Q: While we are in this telework environment, may I do NASA business using my personal email account?**

A: No. You should only create or send a record using a NASA account. If you transmit any NASA record with a non-NASA messaging account (i.e., gmail.com), you must either:

- (1) copy your official nasa.gov account or
- (2) forward a complete copy of the record, with any attachment(s), to your official NASA account no later than 20 days after the original creation or transmission of the record.

### **Q: I'm having IT issues and can't get to information/records I need to do my job. What shall I do?**

A: Work with the [IT Help Desk](#) to gain access through VPN. If still have difficulty, please let your supervisor and your Center Records Manager (CRM) know what the problem is, especially if the problem is that your records are in hard copy at the Center.

### **Q: Where can I get training in Records Management?**

A: We are finalizing new Records Management training for civil servants and

contractors. Meanwhile, you can check out training on National Archives and Records Administration's (NARA's) Website (<https://www.archives.gov/records-mgmt/training>).

**Q: I'd like to do some cleaning up of my electronic files while I have some downtime. How do I know what I can get rid of or what I must still need to keep?**

A: Your organization has a file plan that should list the appropriate retentions for records in your organization. If you're not sure where to start, you can contact your organization's Records Liaison Officer or your [Center Records Manager](#).

**Q: I am retiring/leaving NASA before we return to on-site work. Do I need to do anything special regarding records?**

A: Yes. Please ensure you have moved control of records you have created or maintain to another individual. Contact your [CRM](#) to check out and let them know that is taken care of.