



Office of the Chief
Records Officer for the
U.S. Government

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August 22, 2023

Beatriz Collazo
Department Records Officer
U.S. Department of Agriculture
1400 Independence Ave., SW
Washington DC 20250-1150

Dear Beatriz Collazo,

The National Archives and Records Administration (NARA) received the U.S. Department of Agriculture's (USDA) report dated August 8, 2023, regarding the unauthorized disposition of USDA records.


According to this report, on March 18, 2022, the Salesforce Technology team migrated the USDA Contact Center OneUSDA hosting of AskUSDA data, from the existing FedRAMP Moderate Government Cloud (GovCloud) platform to the FedRAMP High Government Cloud Plus platform to implement additional security controls. During migration, metadata for the Salesforce Knowledge base, specifically all data captured on the 'SearchActivity' object prior to May 1, 2022 was lost indefinitely. This metadata has a retention policy of 30 days and USDA's technology team confirmed that the Winter FY2023 release, deployed in October 2022, prevents this issue from recurring.

Additionally, USDA's 2023 annual records management (RM) training is mandatory for all personnel, including contractors who support IT assets and emphasizes the responsibilities for ensuring USDA records and information is accessible to the Department, in alignment with Departmental Regulations. The Office of Information Affairs (OIA) is also working on activating a RM Working Group, which will contain stakeholders from RM related disciplines and raise awareness of records and information management issues while USDA works to embed RM into core business functions. Finally, the Office of Information Affairs (OIA) procured an electronic records management system (ERMS), called AgRecords, to automate electronic RM. This system will sit over existing USDA systems to capture all USDA records and information

at creation and efficiently secure, protect and preserve USDA information for business requirements, and reduce instances of data loss.

Based on the information provided, the reporting requirements of 36 CFR 1230.14(a) have been met and NARA considers this matter closed. I appreciate your attention on this important matter. If you have any questions or wish to discuss further, please contact me at laurence.brewer@nara.gov.

Sincerely,



Margaret Hawkins for

LAURENCE BREWER
Chief Records Officer
for the U.S. Government