Issues and Questions to Consider before
Creating a Records Retention Policy

1. General Information
   - Have you defined what a "record" is at your firm?
   - Do you have a general records management policy?
   - Are you going to hire a consultant or handle in-house?
   - Who will handle the legal research?
   - Do you have the necessary support from management?
   - Is your firm "ready" to develop a policy and procedures? Do you have management buy-in?

2. Who should be involved?
   - Consider the differences between legal and administrative departments
   - Who is your champion/partner driving the project?
   - Who is going to manage the process?

3. Where are all your records?
   - Consider all media (paper and electronic)
   - Consider the differences in legal and administrative departments
   - Where/how are firm governance records housed?

4. Technical Aspects
   - Do you have the appropriate software to track and implement retention procedures?
   - Do you have the appropriate trigger events defined? If not, how will you define them and get them in place?
   - How will you handle duplicates of electronic records?
   - Would you be able to suspend the program quickly if necessary?

5. Hard copy records
   - Do you have a centralized or decentralized system?
   - Who creates and owns hard copy files?
   - How do you handle confidential files?
   - What is the current role of the RM Department staff? What will their role be under the new system?
   - Does your firm have a "green" policy or initiative? Should you? How will this affect the way people treat/create physical files?

6. Electronic files
   - Are you matter-centric?
   - Who creates and owns electronic records?
   - Who has access to electronic files?
   - Are you able to capture all electronic records (including emails)?
   - Consider how Litigation Support records are maintained

- Do you use an archiving system?
- What is your email deletion policy/schedule?