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**Indian Affairs Records Management
Policy & Procedures Manual**

Effective Date: October 09, 2015

Chapter: 6 Records Management Training and Technical Assistance

Section: 6.2 Requests for Technical Assistance

Originating Office: Office of Trust Records

6.2.1 Purpose.

The purpose of this section is to establish policy and procedures when requesting records management technical assistance from the Office of Trust Records (OTR).

6.2.2 Scope.

The provisions of this section apply to Indian Affairs (IA) and the Office of the Special Trustee for American Indians (OST), hereinafter referred to as “bureaus.” The provisions of this section apply to other Bureaus and Offices within the Department of the Interior (DOI) that create, use, and manage Indian Fiduciary Trust Records (IFTR), hereinafter referred to as “trust bureaus.” The provisions of this section also apply to Indian tribes, hereinafter referred to as “tribes.”

6.2.3 Authorities.

A. Statutes.

1. 25 U.S.C., § 4001, The American Indian Trust Fund Management Reform Act of 1994, Public Law 103-412

B. Regulations.

1. 36 CFR, Part 1224, Records Disposition Programs
2. 36 CFR, Part 1222, Creation and Maintenance of Federal Records
3. 36 CFR, Part 1220, Federal Records, General

C. Guidance.

1. 110 DM 26, Office of the Special Trustee for American Indians (November 29, 2009)
2. 303 DM 6, Indian Fiduciary Trust Records (September 5, 2003)

6.2.4 Policy.

REGULATORY REQUIREMENTS

- A. OTR shall provide technical assistance to bureaus and trust bureaus on their records management responsibilities, including identification of federal records in all formats and media (303 DM 6.6.B(3), 36 CFR 1220.34(f), 36 CFR 1222).
- B. OTR shall provide records management technical assistance and information to all bureau staff on their responsibilities to keep accurate and complete records of their activities (303 DM 6.6.B(3)).

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- C. OTR shall provide technical assistance to all bureau staff on records disposition requirements and procedures and other significant aspects of the records disposition program (303 DM 6.6.B(3), 36 CFR 1224.10(e)).

GUIDANCE

- D. OTR shall provide technical assistance to bureaus, trust bureaus, and tribes on records management responsibilities (110 DM 26.2.A(1)(a)).
- E. OTR shall provide policy, guidance, procedures, and technical assistance to bureaus, trust bureaus, and tribes that create, manage, and use IFTR (303 DM 6.6.B(1)).

6.2.5 Objectives.

- A. Provide a standardized approach to request records management technical assistance.
- B. Facilitate the coordination of records management technical assistance efforts between OTR, bureaus, trust bureaus, and tribes.
- C. Promote an active and continuing records management program for the economical and efficient management of records.

6.2.6 Responsibilities.

- A. Office of Trust Records (OTR). OTR shall develop, update, and disseminate the Indian Affairs Records Management Manual as policy and procedural guidance to provide technical assistance on records management to bureaus, trust bureaus, and tribes.
- B. Bureaus. Bureaus, including all offices and programs under its jurisdiction, shall request technical assistance, as necessary, for records management activities and practices.
- C. Trust Bureaus. Trust bureaus may request technical assistance for IFTR.
- D. Tribes. Tribes may request a general or specialized records management technical assistance for IFTR.

6.2.7 Procedures.

- A. Submit a Request for Technical Assistance. Bureaus, trust bureaus, and tribes shall contact the OTR Regional Records Liaison (RRL) or Records Management Specialist (RMS) by phone or in writing (i.e., electronic mail or letter) to obtain records management technical assistance. The request shall include:
1. Requestor's name, title, program office, region, agency, address, telephone and fax number.

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2. A description or summary of the type of records management technical assistance requested.
- B. Approval of Request for Technical Assistance. OTR, RRL/RMS shall:
1. Contact the requestor to discuss the request.
 2. Review the request and determine whether immediate attention is needed.
 3. Provide technical assistance immediately, if necessary, or schedule a date and time when technical assistance can be provided.
 4. Provide a written response to the requestor if OTR is unable to provide technical assistance. The written response shall include:
 - a. Reasons technical assistance cannot be provided as requested.
 - b. Alternative recommendations to obtain technical assistance.