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DD/S 72-2911

24 JUL 1972

MEMORANDUM FOR: Deputy Director for Support

SUBJECT : Support Services Staff Contribution to the
Agency Annual Report

REFERENCE : Memorandum frm A/DDS dtd 6 July 1972
(DD/S 72-2676)

1. Forwarded herewith are four copies of the Support
Services Staff portion of the Agency Annual Report.

STAT

2. Although it was awkward at times, we did our best to
follow the format outlined in Tab A of referent memorandum.



Chief, Support Services Staff

Attachment

MORI/CDF Pages 1 thru 34

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SUPPORT SERVICES STAFF, DDS
CONTRIBUTION TO
AGENCY ANNUAL REPORT

I. MAJOR DEVELOPMENTS

The most significant development involving the Support Services Staff (SSS) during Fiscal Year 1972 was the transfer of the Records Management Branch (including the Archives and Records Center) from SSS to the Office of the Executive Director-Comptroller at the end of the fiscal year. The decision by the Executive Director to effect this change was based on recommendations of the DDS/SSS and a recent Inspector General review of the Agency records management situation. This Staff favored the concept that the records management function would receive a needed shot in the arm by being organizationally located at the Agency's most senior executive level. In the same memorandum (ER 72-1307) the Executive Director established a position of Special Assistant for Information Control (SA/IC) on his immediate staff with responsibilities for establishing a formal CIA archives program and structure, serving as the CIA Records Management Officer, and chairing a new and more senior CIA Records Management Board. The new position of SA/IC is intended to provide a single Agency mechanism for executing the fullest coordination of information control procedures including records management, histories, and archives administration. The SSS has vigorously championed these moves as essential to the protection of Agency archival materials and the stimulation of a more fully participative and active records management program.

II. MAJOR ACCOMPLISHMENTS AND FAILINGS

C. Production and Related Processing

2. Processing

c. Information Handling and Support

- (1) In July 1971 the Executive Director approved a policy limiting each directorate to a prescribed net annual growth in their records

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on deposit in the Records Center. The objective of this policy is to require all components to take hard looks at their records retention plans, review collections now on deposit in the Records Center, and to force a more realistic and disciplined approach in scheduling retention periods of records destined for deposit in our Records Center. The ultimate objective is to limit Records Center records growth, forestalling the need for an expanded Records Center building or another major records purge. This policy has proven eminently successful to date with all of the directorates remaining well within their growth quotas for FY 1972. As a corollary to this policy the Executive Director instructed the DDS to cease issuing additional safes and other file equipment in the Washington area unless the requirement is fully justified. Before requisitions are submitted to the Support Directorate, the various Directorate Executive Officers or comparable senior officials must review and approve the justifications.

- (2) As a further measure to afford adequate Agency document storage capability at the Records Center, the installation of moveable shelving was completed in the second floor portion of the Records Center. This shelving increased the Records Center building storage capacity by 27 percent (from 107,000 to 136,000 cubic feet capacity). The moveable shelving is loaded as programmed and is functioning well.
- (3) Shortened Retention Period for Finance Headquarters and Field Accountings.

After careful and lengthy review of the DDP requirement to retain Finance accountings 18 years longer than their legal period (i.e., 12 years) we obtained DDP's concurrence to

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destroy these records when they have aged to their 12 year legal retention limit. This is the largest single collection of records in the DDS and this decision allows us to initially destroy some 2,600 cubic feet and approximately 500 cubic feet each succeeding year. This was a major breakthrough in our overall efforts to reduce records retention schedules and a major factor in our ability to live within the newly established policy limiting the directorate growth of records on deposit at our Records Center.

- (4) During Fiscal Year 1972, SSS took cognizance of the growing Agency need for a centralized point to provide focus to expanding micro-filming activities. SSS, in conjunction with an SSS consultant expert, OTR, and OL/PSD, presented 13 short (3 day maximum) seminars to familiarize senior officials and users with the potentials as well as the limitations of the various microforms, representative microfilm equipment, and examples of suitable applications. These seminars have generated considerable interest in many components, accentuating the requirement for establishment of a body of knowledgeable officers who can provide advice, assist and guide the components with microfilm systems analyses, and microfilm equipment selection, on an Agency-wide basis. SSS is in the process of establishing a four-person microfilm program branch to satisfy this need; we now have two officers addressed to this activity on a full-time basis (one of whom, recently assigned, is in a training mode). SSS is acquiring a limited quantity and variety of microfilm equipment which will be loaned to components to accelerate pilot program starts. SSS ability to respond to requests for assistance will grow as we acquire the requisite number of qualified personnel.

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- (5) Noteworthy Accomplishments in Expanding the Use of Microfilm in the Support Directorate During FY 1972 are as follows:
- (a) Significant progress has been made in replacing IBM computer printouts of various management reports with Computer Output Microfilm (COM). In the first year of operation, the SIPS COM applications produced the equivalent of 510,000 original pages and 1,207,817 copy pages of microfilm that had previously been distributed in hard copy form. (See Tab A for detailed breakout of FY 1972 COM applications). This process has yielded tangible benefits in the form of reduced material costs (a savings of \$6,600), and compact storage of reports (microfilm equivalent of the 490 boxes of paper fits into 10 boxes). The SD-4440 COM device will become cost effective when total usage reaches 3 million pages of original recording yearly. Implementation of the new Payroll system in early 1973 will account for one million pages yearly. Most of the reports currently produced are undergoing some degree of change as a result of the SIPS design effort. Additional reports will be added gradually as new report specifications are developed.
 - (b) In addition to major COM applications in Office of Finance, systems design has been completed and significant filming already underway on Finance voucher files. Also, Finance, using the high speed Rotoline camera, has converted 1,050,000 pages of IBM hard copy machine listings to microfilm and will no longer keep these large volume reports in hard copy form.

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- (c) Planning and design work has been completed on major microfilm systems in Office of Medical Services and Office of Security. Filming has commenced on dependent clinical files in Office of Medical Services (microthin jackets) and on Security case files in Office of Security (microfiche).
- (6) Computerized Index of Agency Regulatory Issuances.

The Index of the Agency's regulatory issuances is an integral part of the Agency's regulatory system. It's primary purpose is to assist users of regulatory issuances to quickly locate information contained in the issuances. Prior to January 1972, the Index was maintained and compiled manually, and usually required an average of 340 man hours to revise, update, and publish. Because of frequent revisions of regulatory issuances, and the addition of new issuances, the Index was never up to date and its utility, therefore, was greatly reduced.

In January 1972, the Regulations Control Branch and SIPS representatives developed a plan to computerize the Index. Updated information is fed to the computer monthly. Therefore, the data for the Index is never more than a month out of date. In June 1972, we obtained the first computer printout. The first computer published Index is scheduled for September 1972. Subsequent Indexes will be published every six months, or more often if needed. Computerizing the Index will result in a reduction of the man hours required in maintaining the Index, and achieving the primary goal of publishing the Index every six months instead of every 18 months as before.

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- (7) SIPS - Data Management Centers Accomplishments.

Computer-based information systems for the Support Directorate will be operated through Data Management Centers. The major Data Management Center functions are:

- (a) Managing the Headquarters Center and Branches in Key and Ames Buildings. Administering standing priorities for file updates and report production.
- (b) Servicing customer requests for authorized areas. Central distribution of computer printouts and computer-output-microfilm.
- (c) Processing inputs to the principal Support Directorate data files. This includes editing input documents, keyboarding transactions on interactive computer terminals, and error correction.
- (d) Controlling the operation and security of on-line terminals in Data Management Centers and user areas.

The Headquarters Center is completed and nearly ready for occupancy. These centers provide the most economical way for providing rapid terminal oriented service to a wide variety of users.

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II. MAJOR ACCOMPLISHMENTS AND FAILINGS

D. Support

3. Training

SSS developed a records management training program which, with DDS concurrence, was approved by the Director of Training for implementation as part of the OTR curriculum. This program, scheduled for presentation beginning in the Fall 1972, will include records management briefings of senior Agency officials, inclusion of records briefings in susceptible OTR courses, and eight new courses designed to increase the proficiency of component personnel concerned with records matters.

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4. Other

In May 1972, HHB [] Handbook of Required Regulatory Readings, was added to the Agency's regulatory system. Over the years Agency supervisors have been required to bring many Agency regulations to the attention of their subordinates. Until the issuance of HHB [] this usually involved the compilation of bulky packages of regulations by the supervisor or secretary, which were then passed around the office once or twice a year. Some supervisors were more conscientious than others in keeping the package up to date, and it can be assumed that many employees were discouraged from reading the file because of its voluminous size alone. In SSS for example, the required readings file comprised over 200 pages of regulations and handbooks. Obviously this was an ineffective method of bringing important regulations to the attention of all employees and failed to meet the intended purpose of the reading files.

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Because of its size - only 22 pages - HHB should significantly increase the likelihood that Agency employees will familiarize themselves with required regulatory readings. It will reduce the workload of Agency supervisors, and it will provide senior Agency managers with a new means of communicating and reinforcing the communication of changes in policy affecting all employees.

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III. AHEAD

A. Resource Outlook

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Although the Agency Records Management Branch [redacted] and the Agency Records Center [redacted] are now responsible to the Special Assistant to the Executive Director for Information Control, DDS/SSS will continue to provide administrative support (i.e., carry the positions on our T/O and fund both the positions and miscellaneous housekeeping costs). Therefore the transfer of these functions to the DCI will not reduce the personnel and administrative costs in this Staff.

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Our approved FY 1972/FY 1974 program provides for an increase of two staff and four contract positions. Two new staff positions will be used to augment our Agency microfilm function and the four contract positions will be utilized in the Records Center to work on implementing a microfilm system for the Agency archives.

We project an ever-increasing capital investment in microfilm hardware (cameras, readers, reader-printers, etc.) in the next five years. We must address ourselves to the problem of the most practical way to fund for the equipment; centrally at the Agency level, centrally at the directorate level, or a decentralized funding by each using directorate?

B. Targets

2. Changing Program Emphasis

With the transfer of the Agency level records management activity out of this Staff, we will address our major change in resource involvement to the improvement of our responsiveness in Agency-wide microfilm program activity, focusing more intensively our new two-man Support Directorate Records Branch upon the many records challenges of the Directorate, and manning the new Data Management Centers.

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SSS Chronology for FY 1972

1. 6 July 1971 (ER 71-3488) Executive Director established policy limiting annual growth of directorates' Records Center storage volume and requiring the approval of a senior officer in each directorate and a designated senior officer in the DDS on all requests for records storage equipment in the headquarters area.
2. 15 July 1971 - Submitted our Terminal Report on the Support Directorate Reports reduction program to the Chairman of the Agency Task Force on Reports Reduction. The Support Directorate exceeded our overall goal of \$125,400 by \$13,000 reporting a total savings of \$138,400. STAT
3. 4 October 1971 - By memorandum we advised the senior RMO's in each directorate the role and functions [redacted] will have as DDS/SSS action officer on reviewing and approving requisitions for microfilm hardware and related equipment. On 29 November 1971 separate memorandums were sent covering procedural aspects of obtaining DDS/SSS approval on procurement of microfilm equipment.
4. On 19 November 1971 (DDP 5563) the Deputy Director for Plans endorsed our proposal for the destruction of certain Office of Finance records at the end of their legal retention period. The volume of records involved was large (2,600 cubic feet and growing at rate of 500 cubic feet per year); resolution of this problem enabled the Support Directorate to remain within its FY 1972 Records Center growth quota. STAT
5. December 2-3 1971 - 5th Annual Agency Records Management Conference [redacted] Attended by Agency records management specialists. Keynote speaker was Mr. Robert Wattles. A detailed report on this conference was forwarded to the Assistant Deputy Director for Support on 7 February 1972.
6. 23 February 1972 - Completed initial staff work on Records Management Training Program to be mounted in the Fall 1972. Obtained concurrence of Director of Training and Deputy Director for Support to include this major program in OTR curriculum.

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7. 25 February 1972 - Completed survey of Office of Security records and files and submitted our recommendations for a major microfilm system to the Director of Security.
8. 6 March - 26 May 1972 - Series of meetings and exchanges of memorandums between Executive Director, Deputy Director for Support, Chief, Historical Staff, and Chief, Support Services Staff on the program to realign the Agency's records management, archives, and history programs. Culminating in the Executive Director's policy decisions set forth in his memorandum of 26 May 1972 (ER 72-1307).
9. May 1972 - Published Headquarters Handbook of Required Regulatory Readings. See Section II D.4. above.
10. June 1972 - Received first computer printout of the recently automated index to the Agency Regulatory System.

Tab
A

FY-1972 COM APPLICATIONS¹

OFFICE	REPORT	ORIGINAL PAGES	NO. OF COPIES	COPY PAGES
CREDIT UNION	QUARTERLY SHARE AND LOAN BALANCE	78,805	1	78,805
FINANCE	OBLIGATION STATUS	78,253	1	78,253
	SUBSIDIARY LEDGER	27,749	1	27,749
	PAYROLL SUMMARY	35,683	1	35,683
	PAY THIS PERIOD	32,600	2	65,200
	LEAVE THIS PERIOD	36,204	2	72,408
	NORMAL PAY NET CHANGE	30,700	1	30,700
	CACER	19,681	1	19,681
	MASTER LEAVE REPORT	86,770	1	86,770
	CHECK ISSUE LIST	5,193	1	5,193
	TAX COMPUTATION	1,750	1	1,750
	AGENCY ROSTER	2,473	2	4,946
TRAINING	AGENCY TRAINING REPORT			
	A	32,270		136,080 ²
	C	1,700	1	1,700
	E	1,035	2	2,070
	F	1,445	2	2,890
	G	346	2	692
PERSONNEL	QUALIFICATION REGISTER			
	A	13,121	2	26,242
	B	8,152	2	16,304
SECURITY	SEADORS	4,739	1	4,739
	MISC. TESTS	11,293	Ø	--

¹Includes COM produced on the ISD recorder during the period July-November 1971.

²Sum of two separate runs: one with four copies and one with five copies.

19 July 1972

FY-72 COM SUMMARY

<u>PRODUCTION</u>	<u>ORIGINAL PAGES</u>	<u>COPY PAGES</u>	<u>TOTAL PAGES</u>	<u>TOTAL FILM COST</u>
ISD-SD 4360	52,515	122,030	174,545	
OCS-SD 4440	<u>457,447</u>	<u>575,825</u>	<u>1,033,272</u>	
	509,962	697,855	1,207,817	\$1,400 ¹

¹ To print an equal number of pages on paper would require 490 boxes of paper at a cost of \$8,000.00.

Tab
B

SUPPORT SERVICES STAFF, DDS
1 July 1971 - 30 June 1972

Key Documents and Files for Permanent
Inclusion in Agency Archives

1. 15 July 1971: Memorandum to Chairman, Agency Task Force on Reports Reduction from Chief, Support Services Staff, Subject: Terminal Report
2. 4 Oct. 1971: Memorandum to Each Directorate Senior Records Management Officer from CIA Records Administration Officer, Subject: Microfilming Activities
3. 1 Dec. 1971: Memorandum to Deputy Director for Support from Chief, Support Services Staff, Subject: Proposed CIA Archives Regulation
4. 29 Dec. 1971: Memorandum to Assistant Deputy Director for Support from Chief, Support Services Staff, Subject: Agency Archives Program - Proposed Regulation
5. 29 Dec. 1971: Draft memorandum to Executive Director from Deputy Director for Support, Subject: All Employee Bulletin with Proposed Regulation
6. 18 Jan. 1972: Memorandum to Deputy Director for Support from Chief, Support Services Staff, Subject: Agency Archives Program - Proposed Regulation - with attachments STAT
7. 31 Jan. 1972: Memorandum for the Record by [redacted] Subject: Records Management Discussions Between Mr. Colby, Mr. Coffey and [redacted] 1445 Hours, 24 January 1972 STAT
8. 23 Feb. 1972: Memorandum for Acting Director of Training from Chief, Support Services Staff, Subject: CIA Records Management Training Program
9. 24 Feb. 1972: Memorandum to Director of Security from Chief, Support Services Staff, Subject: Recommendations Concerning a Microfilm Application for Office of Security/SR&CD Files

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10. 6 Mar. 1972: Draft memorandum to Deputy Directors from Executive Director, Subject: Archives, History, and Records (ER 72-1307)
11. 8 Mar. 1972: Memorandum to Executive Director from Chief, Historical Staff, Subject: Proposed Memorandum from Addressee to Four Deputy Directors
12. 8 Mar. 1972: Memorandum to Executive Director from Chief, Support Services Staff, Subject: Support Services Staff Comments on Executive Director's Draft Memorandum dated 6 March 1972, Archives, History, Records
13. 31 Mar. 1972: Memorandum to Executive Director from Deputy Director for Support, Subject: Memorandum dated 6 March to DDI, DDP, DDS&T, DDS, from Executive Director, Subject: Archives, History, Records (DD/S 72-1242)
14. 17 May 1972: Memorandum to Deputy Director for Support from Deputy Chief, Support Services Staff, Subject: Archives, History, Records (with attachments)
15. 26 May 1972: Memorandum to Four Deputy Directors from Executive Director, Subject: Information Control - Archives, History, and Records

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SUPPORT SERVICES STAFF, DDS
CONTRIBUTION TO
AGENCY ANNUAL REPORT

I. MAJOR DEVELOPMENTS

The most significant development involving the Support Services Staff (SSS) during Fiscal Year 1972 was the transfer of the Records Management Branch (including the Archives and Records Center) from SSS to the Office of the Executive Director-Comptroller at the end of the fiscal year. The decision by the Executive Director to effect this change was based on recommendations of the DDS/SSS and a recent Inspector General review of the Agency records management situation. This Staff favored the concept that the records management function would receive a needed shot in the arm by being organizationally located at the Agency's most senior executive level. In the same memorandum (ER 72-1307) the Executive Director established a position of Special Assistant for Information Control (SA/IC) on his immediate staff with responsibilities for establishing a formal CIA archives program and structure, serving as the CIA Records Management Officer, and chairing a new and more senior CIA Records Management Board. The new position of SA/IC is intended to provide a single Agency mechanism for executing the fullest coordination of information control procedures including records management, histories, and archives administration. The SSS has vigorously championed these moves as essential to the protection of Agency archival materials and the stimulation of a more fully participative and active records management program.

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- (1) In July 1971 the Executive Director approved a policy limiting each directorate to a prescribed net annual growth in their records

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- (5) Noteworthy Accomplishments in Expanding the Use of Microfilm in the Support Directorate During FY 1972 are as follows:
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CREDIT UNION /	QUARTERLY SHARE AND LOAN BALANCE	78,805	1	78,805
FINANCE	OBLIGATION STATUS	78,253	1	78,253
	SUBSIDIARY LEDGER	27,749	1	27,749
	PAYROLL SUMMARY	35,683	1	35,683
	PAY THIS PERIOD	32,600	2	65,200
	LEAVE THIS PERIOD	36,204	2	72,408
	NORMAL PAY NET CHANGE	30,700	1	30,700
	CACER	19,681	1	19,681
	MASTER LEAVE REPORT	86,770	1	86,770
	CHECK ISSUE LIST	5,193	1	5,193
	TAX COMPUTATION	1,750	1	1,750
	AGENCY ROSTER	2,473	2	4,946
TRAINING	AGENCY TRAINING REPORT			
	A	32,270		136,080 ²
	C	1,700	1	1,700
	E	1,035	2	2,070
	F	1,445	2	2,890
	G	346	2	692
PERSONNEL	QUALIFICATION REGISTER			
	A	13,121	2	26,242
	B	8,152	2	16,304
SECURITY	SEADORS	4,739	1	4,739
	MISC. TESTS	11,293	0	--

¹Includes COM produced on the ISD recorder during the period July-November 1971.

²Sum of two separate runs: one with four copies and one with five copies.

19 July 1972

FY-72 COM SUMMARY

<u>PRODUCTION</u>	<u>ORIGINAL PAGES</u>	<u>COPY PAGES</u>	<u>TOTAL PAGES</u>	<u>TOTAL FILM COST</u>
ISD-SD 4360	52,515	122,030	174,545	
OCS-SD 4440	<u>457,447</u>	<u>575,825</u>	<u>1,033,272</u>	
	509,962	697,855	1,207,817	\$1,400 ¹

¹ To print an equal number of pages on paper would require 490 boxes of paper at a cost of \$8,000.00.

Tab
B

SUPPORT SERVICES STAFF, DDS
1 July 1971 - 30 June 1972

Key Documents and Files for Permanent
Inclusion in Agency Archives

1. 15 July 1971: Memorandum to Chairman, Agency Task Force on Reports Reduction from Chief, Support Services Staff, Subject: Terminal Report
2. 4 Oct. 1971: Memorandum to Each Directorate Senior Records Management Officer from CIA Records Administration Officer, Subject: Microfilming Activities
3. 1 Dec. 1971: Memorandum to Deputy Director for Support from Chief, Support Services Staff, Subject: Proposed CIA Archives Regulation
4. 29 Dec. 1971: Memorandum to Assistant Deputy Director for Support from Chief, Support Services Staff, Subject: Agency Archives Program - Proposed Regulation
5. 29 Dec. 1971: Draft memorandum to Executive Director from Deputy Director for Support, Subject: All Employee Bulletin with Proposed Regulation
6. 18 Jan. 1972: Memorandum to Deputy Director for Support from Chief, Support Services Staff, Subject: Agency Archives Program - Proposed Regulation - with attachments STAT
7. 31 Jan. 1972: Memorandum for the Record by [redacted] Subject: Records Management Discussions Between Mr. Colby, Mr. Coffey and [redacted] 1445 Hours, 24 January 1972
8. 23 Feb. 1972: Memorandum for Acting Director of Training from Chief, Support Services Staff, Subject: CIA Records Management Training Program STAT
9. 24 Feb. 1972: Memorandum to Director of Security from Chief, Support Services Staff, Subject: Recommendations Concerning a Microfilm Application for Office of Security/SR&CD Files

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10. 6 Mar. 1972: Draft memorandum to Deputy Directors from Executive Director, Subject: Archives, History, and Records (ER 72-1307)
11. 8 Mar. 1972: Memorandum to Executive Director from Chief, Historical Staff, Subject: Proposed Memorandum from Addressee to Four Deputy Directors
12. 8 Mar. 1972: Memorandum to Executive Director from Chief, Support Services Staff, Subject: Support Services Staff Comments on Executive Director's Draft Memorandum dated 6 March 1972, Archives, History, Records
13. 31 Mar. 1972: Memorandum to Executive Director from Deputy Director for Support, Subject: Memorandum dated 6 March to DDI, DDP, DDS&T, DDS, from Executive Director, Subject: Archives, History, Records (DD/S 72-1242)
14. 17 May 1972: Memorandum to Deputy Director for Support from Deputy Chief, Support Services Staff, Subject: Archives, History, Records (with attachments)
15. 26 May 1972: Memorandum to Four Deputy Directors from Executive Director, Subject: Information Control - Archives, History, and Records