



**RECORDS AND INFORMATION MANAGEMENT (RIM):
CAPABILITY STATEMENT**

As federal intervention in the troubled U.S. economy has grown, so has the need for transparency—that is, accountability for government allocations of taxpayer money. The Recovery Act requires full disclosure by government agencies receiving stimulus funding, while the new Justice Department guidelines governing Freedom of Information Act (FOIA) requests presume agency disclosure. These emerging policies as well as the public demand for greater accountability present all agencies with the need to improve and enhance operational effectiveness. Having an effective and efficient records and information management (RIM) system is imperative, and TKOS can help.

TKOS is a small, woman-owned, 8(a) professional services firm, and a recognized leader in RIM. We are on GSA’s MOBIS Schedule. As National Archives and Records Administration (NARA)-certified federal records managers, TKOS designs and implements effective agency-wide RIM systems that capture records from creation to compilation, storage and back-up, to retrieval and disposition—both electronic and paper. Agency records are analyzed and organized using standardized categories as required by law and determined in collaboration with agency managers. Using a “360-degree” approach that includes both paper and electronic information, TKOS organizes papers and reports into tabbed binders or folders. Hard-copy records are scanned and converted into PDFs, then placed into an electronic records system on the agency’s shared drive, and electronically bookmarked for relevant data. TKOS performs quality control analysis throughout each step to verify that records are accurate, legible, and complete. Discrepancies are documented, shared with program directors, and tracked until resolved. RIM retention, scheduling, and disposition (to the Federal Records Center) are managed in compliance with NARA guidelines as well as agency-specific records control schedules.

TKOS clients include the National Cancer Institute, General Accountability Office, Arlington County (VA) Government, National Children’s Hospital, Georgetown University, Johns Hopkins University, FedEx and other Fortune 500 companies, and national law firms.

Susan Kurdziolek—Founder, President, and Chief Executive Officer

Susan is a **certified records manager**, specializing in developing and strengthening management systems that enable clients to focus on their mission, achieve critical goals, and serve customers with greater impact and efficiency. Prior to starting TKOS, she managed day-to-day operations at lobbying and law firms in Washington, DC. Susan is active in the **American Records Management Association** and National Association of Women Business Owners.

Mark Schultz—Director of Business Development

Mark has more than 20 years of **senior-level organizational development, including records and information management, experience.** He has been a **senior executive** with the U.S. Chamber of Commerce, Professional Services Council, National Association of Workforce Boards, The White House Conference on Small Business, and Covenant House Washington, and has worked as a legislative aide on Capitol Hill. A graduate of Harvard University and Georgetown Law, he is a member of the Pennsylvania, District of Columbia, and Florida bars.

For more information on TKOS, please visit our website at www.turnkeyoffice.com.