

From Dusty Ephemera to Digital Archives



Records created today will be research materials in 50-100 years. Learn how a records manager and archivist implemented a digital asset management program, transitioning content from network drives, paper, and third-party systems into SharePoint and a Trusted Digital Repository for permanent archival records.



Goals today



Understand the core differences between an archive and Archives.



Address challenges of working together with ostensibly opposing goals.



Learn how AH went from paper to digital in both RIM and Archives.



Cover some of the requirements and questions to ask when selecting Archives Management Systems that work with existing RIM systems.



Photograph of Dr. Martin Luther King, Jr., Ebenezer Baptist Church signing an agreement with Edwin L. Sterne, AH board chairman to develop a low-income housing complex, 1967

What is Atlanta Housing?

- Public Housing Authority (PHA), Housing Authority of the City of Atlanta, Georgia
- Funded 90% through HUD, rest is public/private funds, oldest PHA in country
- First federally funded Public Housing communities in country
- First to reimagine Public Housing Communities to eliminate concentrated poverty through mixed communities – “Atlanta Model”
- Moving To Work (MTW) designation in 2003 more leniency to administer federal funds from one bucket and innovate
 - Only 138 agencies out of 3,869 total Public Housing Authorities (only 38 PHA in 2003)
 - Traditional PHAs can only spend money from designated buckets



Life in
Atlanta's
Housing
Projects

THE HOUSING AUTHORITY OF THE CITY OF ATLANTA, GA. CONSOLIDATED BALANCE SHEET

As Of June 30, 1982

ASSETS	
Cash	\$10,000.00
Accounts Receivable	10,000.00
Prepaid Expenses	10,000.00
Investments	10,000.00
Fixed Assets	10,000.00
Deferred Assets	10,000.00
Unexpended Grants	10,000.00
Total Assets	\$60,000.00
LIABILITIES	
Accounts Payable	\$10,000.00
Deferred Liabilities	10,000.00
Long-Term Debt	10,000.00
Unexpended Grants	10,000.00
Total Liabilities	\$60,000.00

Who does AH serve?

- Serve 43,762 people yearly with a staff of 320
- Qualifying "low-income" in Atlanta: less than \$86,000, family of 4
- 75% of AH vouchers go to "extremely low-income" (30% median) = \$32,250 family of 4
- 95% of families we support are single parent (typically mother) households with 2 children
- Programs include:
 - Vouchers
 - Homeownership
 - Traditional project-based communities (elderly, disabled high-rises)
 - Education and job training



Records Management and Archives Programs at AH

- The RIM program and the foundation of the archives were started in 2010 and 2012, respectively.
- Updates to the Georgia Open Records Act that stated all inquiries must be responded to within 3 business days.
- Saw a need for a consolidated RIM program – records were kept at properties and disparate storage sites with no intellectual control.
- AH has a whole lot of firsts! Getting control of the records opened an opportunity to start an Archives and flesh out the administrative history of the first housing authority in the country.
- A common way for corporate archives to start is when a leader asks for a company history book, or a big anniversary is coming up.



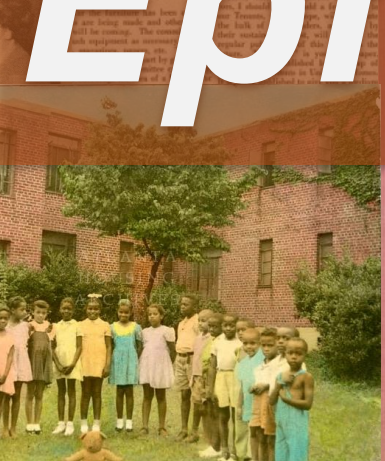
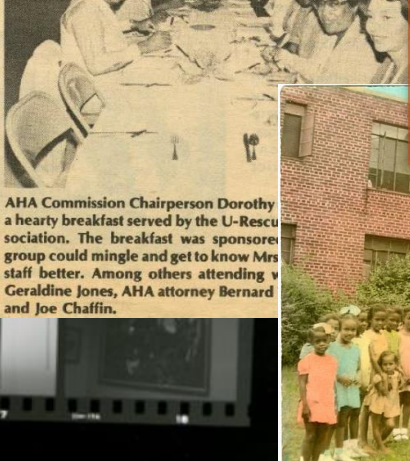
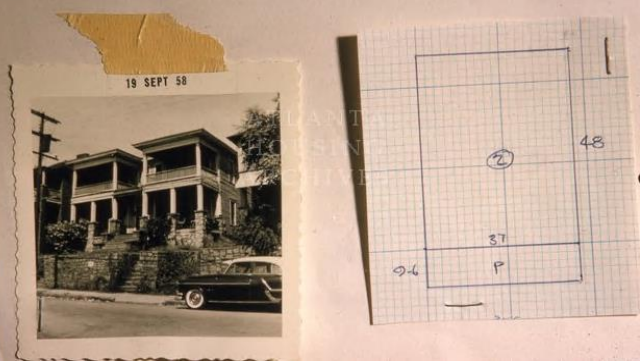
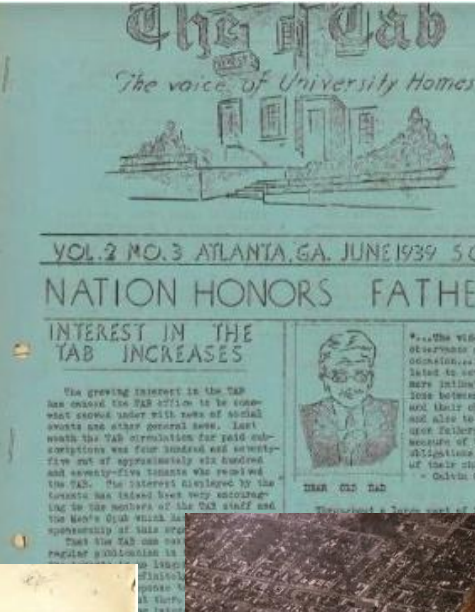
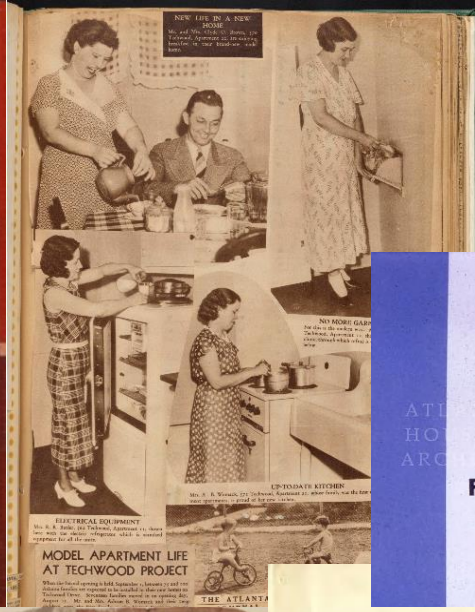
Nomenclature: What do we mean by Archive(s)?

(RIM) Archive

- Long term storage – Permanent or 10 to 20+ years. Both digital and in hardcopy.
- Vital Records essential to the Organization.
- Items required by law/ regulations but not often accessed.

Archives (with an "s" in the States)

- The physical space and the collections.
- Historical significance
- Vital to the history of the org and its place in society.
- Preserved, organized, managed, accessible, interpreted, used
- Types of archives: business, gov't, academic, community, etc.
- History belongs to us all.



Ephemera

YOU ARE INVITED to see **FURNISHED APARTMENTS** at beautiful new **CLARK HOWELL HOMES**

Rentals from \$12 to \$23 monthly opening for inspection June 10 to 12, 9 to 3 P.M. daily and hours 3 to 9 P.M. daily and

Rental rates include steam heat, hot and cold water, gas for kitchen stove. All units have modernment. Private front and back yards. Close to schools, walking distance of downtown Atlanta.

Clark Howell Homes is one of the low cost housing authorities.

Opening for occupancy September 1. Applications now being taken at 118 Merritts Ave.

RENTED HOMES WITH ALL THE FREE OF HOME OWNERS!

Rooms	Monthly Rental
One-Two-Three Bedroom	\$12 to \$23 monthly
2 1/2 ROOMS—BEDROOM, LIVING ROOM, BATH, KITCHEN, CLOSET, AND CLOSET.	\$12 to \$23 monthly
3 1/2 ROOMS—BEDROOM, LIVING ROOM, BATH, KITCHEN, CLOSET, AND CLOSET.	\$12 to \$23 monthly
4 1/2 ROOMS—BEDROOM, LIVING ROOM, BATH, KITCHEN, CLOSET, AND CLOSET.	\$12 to \$23 monthly
5 1/2 ROOMS—BEDROOM, LIVING ROOM, BATH, KITCHEN, CLOSET, AND CLOSET.	\$12 to \$23 monthly

These dwellings are sunny and cheerful. Each has its front and back yard. All rooms have large windows. Kitchens have cupboards, electric refrigerators, gas stove, combination laundry tray and sink. There is plenty of closet space, heat, gas, hot water and electricity are included in the rent.

Each Dwelling Unit Includes A Private Bathroom

THE RENT INCLUDES THE FOLLOWING UTILITIES: HEAT, GAS, HOT WATER, ELECTRICITY, REFRIGERATOR, AND GAS STOVE

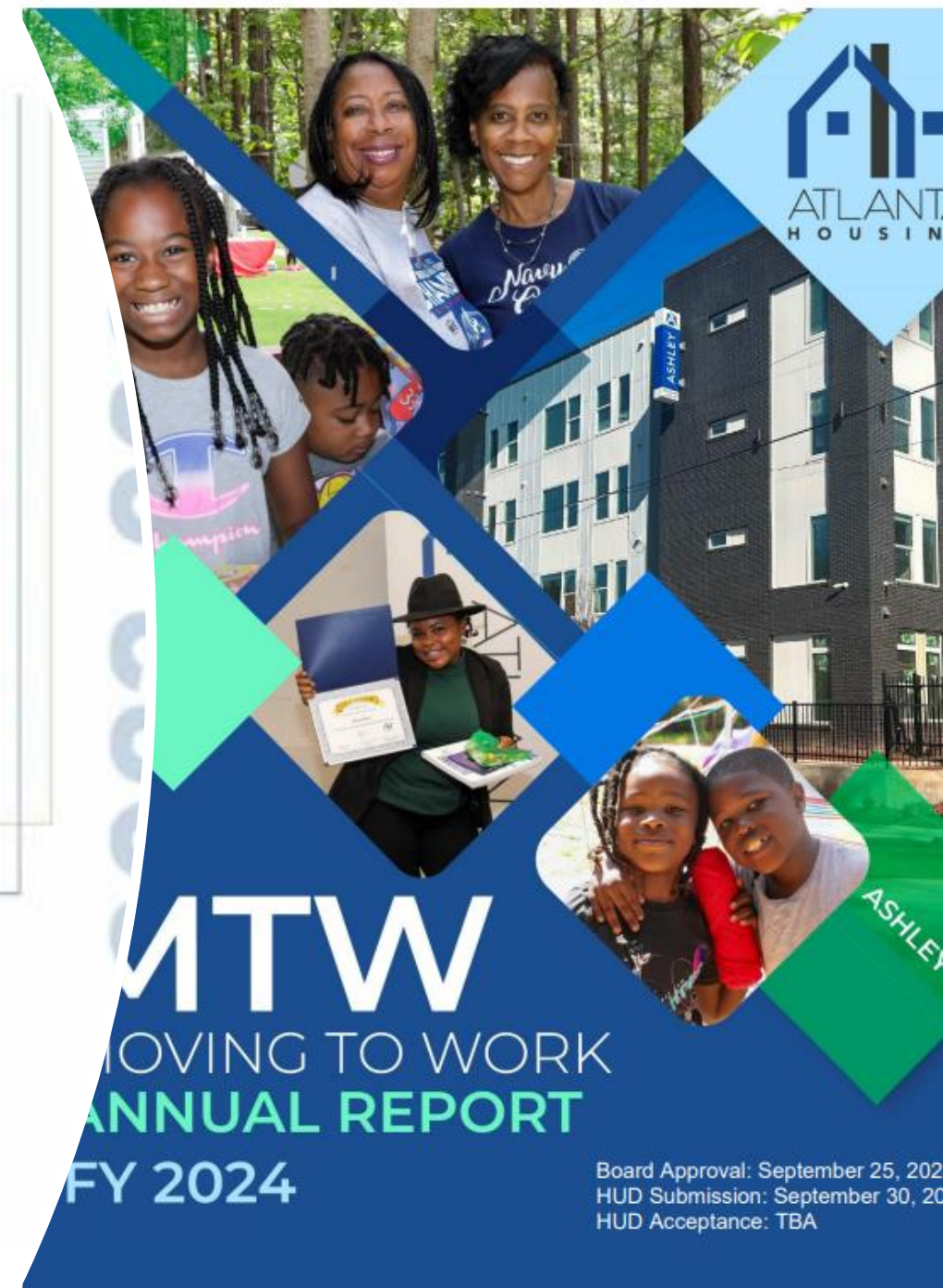
Key Differences – RIM

- Identifies and manages all records
- Manages IT Governance, Security Labels, and oversees MS Purview in the 365 environment.
- Archival records, especially born digital, are identified at the source and captured in our Records lifecycle
- Mostly interested in managing the final product, not iterations or drafts*
- High volume – bulk disposition
- Organized by retention type not by historical perspective

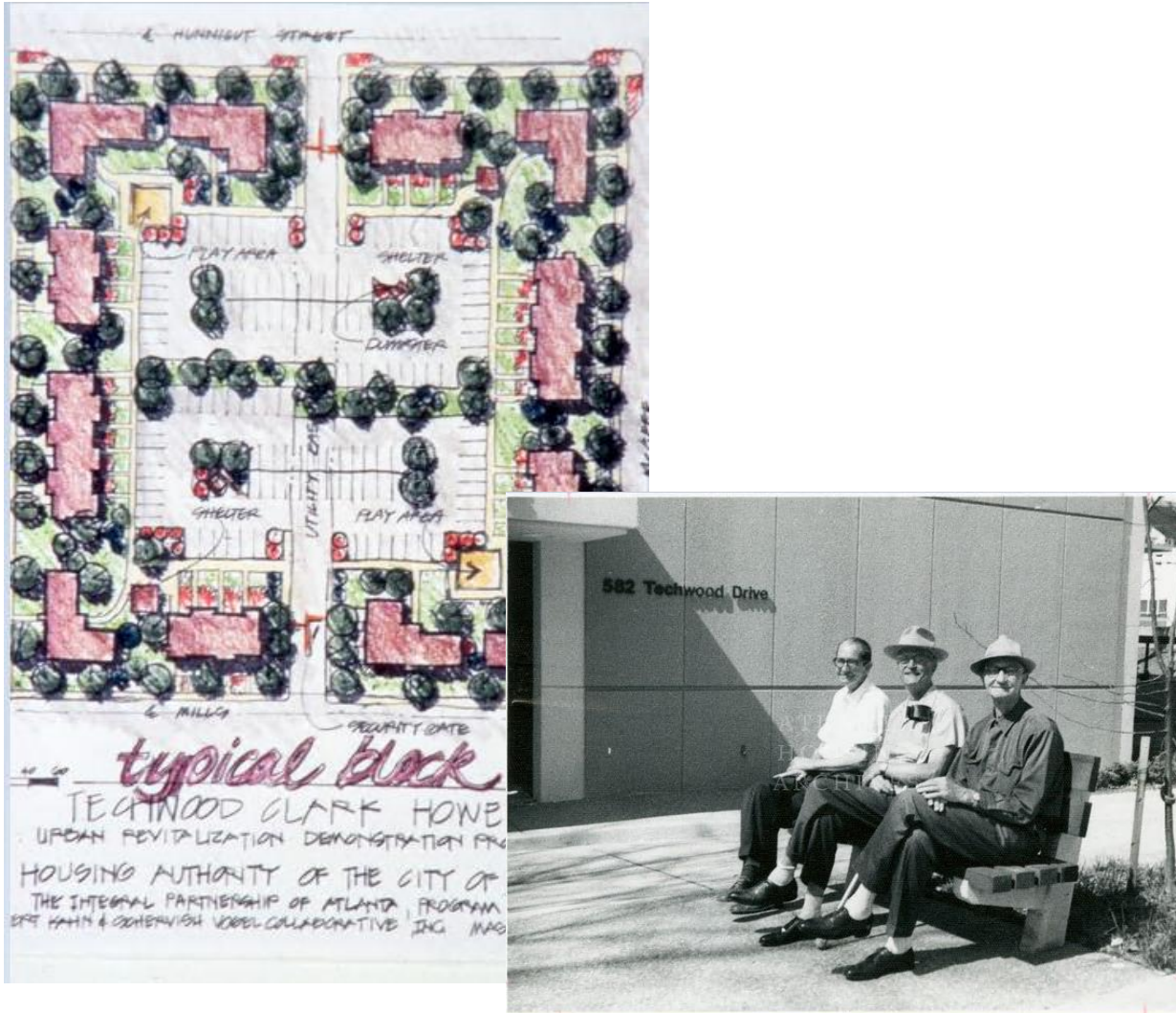


FY 2023-2027

Atlanta Housing Strategic Plan



Key Differences - Archives



Techwood Homes revitalization proposal, 1995; and photograph, 1990s

- Starts where RIM ends
- Ethical collecting - Has standalone collection development and deaccession policies
- Larger scope than Permanent in RRS
- RIM and Creators do not decide what is archival – Policies do
- Cares about creator, provenance, original use, context, value
- Want the messy drafts!

Nomenclature: What do we mean by records?

RIM

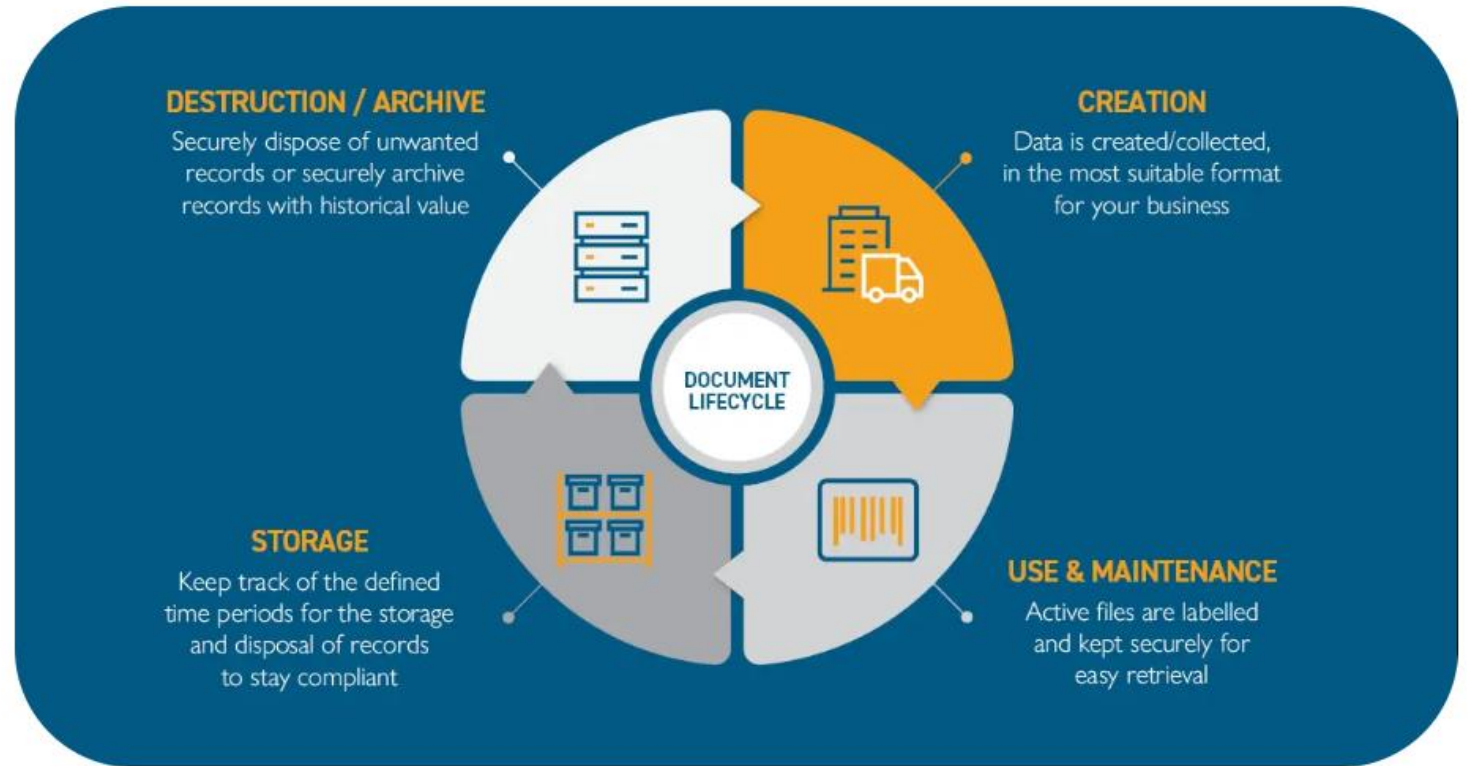
- Record is the document/asset/object/file
- Each record is a discrete object – not the container it comes in.
- Can come in multiple forms and formats but there should only be 1 that is the final record.

Archives

- Record is a description of the asset (finding aid)
 - Location of the asset
 - Description of the asset
 - Movements of the asset
 - Accession records... of the asset
- One record can describe multiple assets (folder of photos)
- Asset is the actual archival item (document, photo, digital file, artwork, artifact, collection, fonds, series, folder, etc.)

Archival Inclusive Lifecycle

When you add your business archives to the typical RIM lifecycle you get something like this...



What's in our collections?

RIM

- All corporate business records categories including;
 - Real Estate Acquisition
 - Property Management
 - Construction Management
 - Homeownership / Loan records
 - Participant files

Archives

- Property Records
 - Blueprints, construction docs
 - RFP, grant applications, mgmt decisions
 - Photos, tenant newsletters, articles
- HUD Correspondence
- Program Records
 - How they are run, not the individual files
- Business Records
 - BOC meeting minutes
 - Policies and procedures and reports
 - Department records
 - Staff and event photos
- PWA Era Art and Artifacts



AHA Commission Chairperson Dorothy served a hearty breakfast served by the U-Resc society. The breakfast was sponsored by a group of people who could mingle and get to know Mr. staff better. Among others attending, Geraldine Jones, AHA attorney Bernard and Joe Chaffin.



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CLARK HOWELL HOMES
Mills Street at Luckie

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Rental rates include steam heat, hot and cold wa
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Clark Howell Homes is one of the low cost ho
Housing Authority.
Opening for occupancy September 1.
Applications now being taken at 118 Merritts Ave

RENTED HOMES WITH ALL THE FREE OF HOME OWNERS!

Apply Now!
PREFERENCE WILL BE GIVEN TO FAMILIES WITH THE LOWEST INCOME AND GREATEST NEED FOR HOUSING

Who Is Eligible to Apply?
In tenant selection first consideration will be given to families in the lowest income group.
Therefore, if your family's income is below the amount given in the following table you are urged to apply immediately.

No. Members in Family	Maximum Yearly Income Limits For Applicants
2	\$ 600.00
3	810.00
4	1,075.00
5	1,274.00
6 or more	1,271.00

The head of the family must be a citizen of the United States and in the following table you are urged to apply immediately.

You must be without other means to secure decent housing for yourself.

Preference will be given to:
Atlanta families.
Families with the lowest income and greatest need for housing.
Only families—no lodgers—admitted.

Each Dwelling Unit Includes A Private Bathroom

THE RENT INCLUDES THE FOLLOWING UTILITIES: HEAT, GAS, HOT WATER, ELECTRICITY, REFRIGERATOR, AND GAS STOVE

What is NOT in the collections?

RIM

- Artwork
- Drafts
- Social media
- Tenant Association Materials

Archives

- Personnel/HR files
- Tenant files
- Active records
- Anything that would not be available in an Open Records Request

How are RIM and Archives used at AH?

RIM

- Compliance with laws and regulations
- Improved access to records
 - Litigation
 - Audits
 - Grants and new projects
- Eliminate duplicate records
- Research for New Construction
- Business continuity and information for informed decision making
- Open Records requests

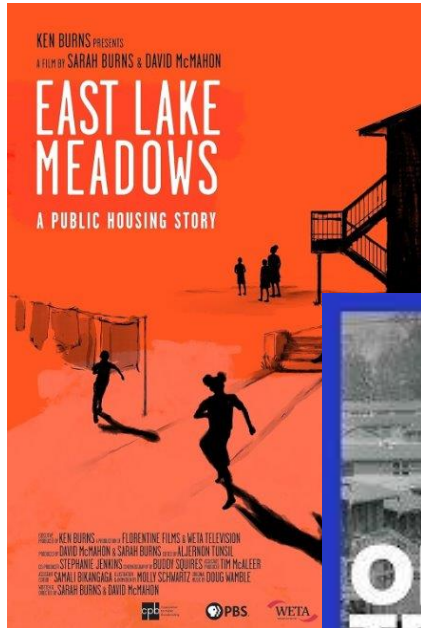
Archives

- Everything RIM does plus interpretation of Company records
- Institutional memory -- historians
- Corporate identity and reputation management
- Corporate responsibility
- Employee recruitment and engagement
- Information as evidence
- Innovation – repeating history

Who uses the collections?

RIM

- Everyone!



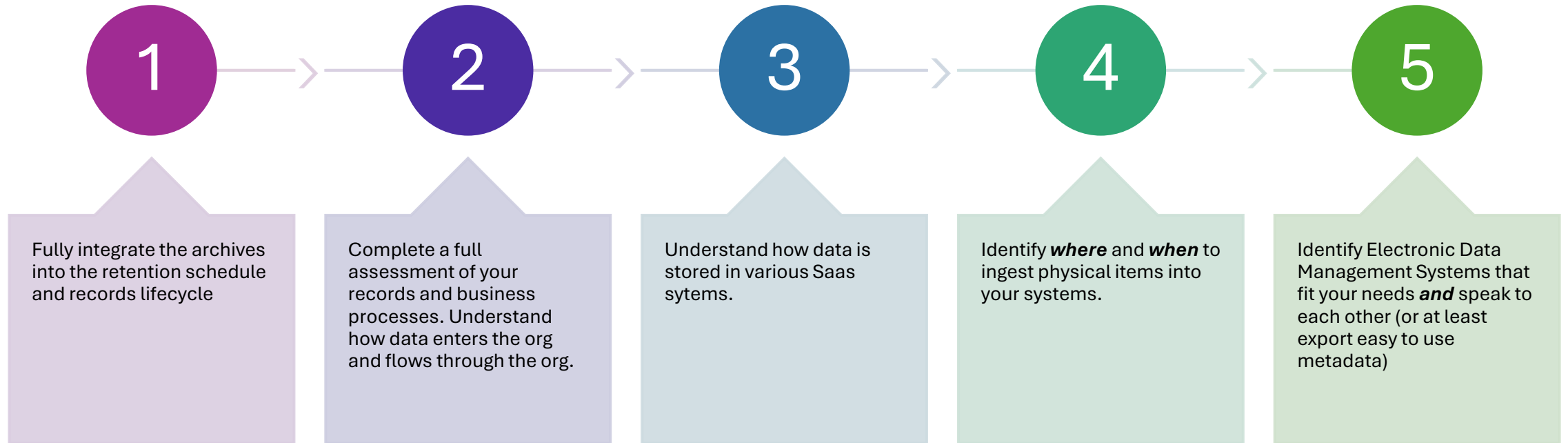
Archives

While it is open to everyone, biggest users are:

- Comms and Marketing
- C-Suite
- Legal
- Real Estate Planning
- External Researchers (students, historians, RFP respondents)

SO...

How do you go from boxes of ephemera to a badass digital empire?



Use Case: Housing Choice



Customer service centered department.



Uses SharePoint as the repository for all customer documentation and correspondence.



Ingests more than 100k pieces of information in various formats yearly from current customers.



Has a SaaS application to manage documents and user profiles but it is not a repository.



Program participants can and do come in person to drop off documentation at our Customer Service desk.

Moving digital – Housing Choice



Chose the existing solution (SharePoint) to manage digital records



Mapped out all the processes where info came in or generated by biz and made sure the workflow ended in SharePoint.



Use a program to auto deposit all outbound email correspondence into SharePoint.



Worked with in house IT team to create a job to migrate data weekly from the SaaS product to SharePoint.



Utilized a scanning team to fill any gaps in processes until fully digital workflows could be established



Front Desk Customer Service Staff are equipped with scanners – any documentation coming into the building is scanned and uploaded to a customer's file immediately.




Create external facing portal that allow trusted partners to upload information digitally – reducing email flows.

But what do I do about existing paper...

Work with departments to calculate touch rate.




Anything touched less than 4x a year – offsite storage – don't worry about digitizing (low use)



Monitor the boxes going in and out of the office for repeat offenders.



Anything more than 4x year is digitized when it comes onsite next and placed in SharePoint.



Digitizing ROT will impede accurate results when implementing AI on your network.

But what do I do about new paper?

For most of us...If you
don't use typewriters then
you don't have new paper.



A large orange circle is positioned on the left side of the slide, partially cut off by the edge.

Digital:
2 different
workflows

Digitized from
original paper

Born digital

Digital Records: Digitized from original

RIM

- Original paper is almost negligible
- Archives reviews/captures OG paper prior to destruction as part of lifecycle
- If we are digitizing – metadata needs to be compliant with RIM and Archives fields (if a known archival record)

Archives

- Keep the original!
 - technology changes
- Thoughtful digitization projects with use identified
- All related works and versions intellectually married
 - Digital surrogate of slide/print

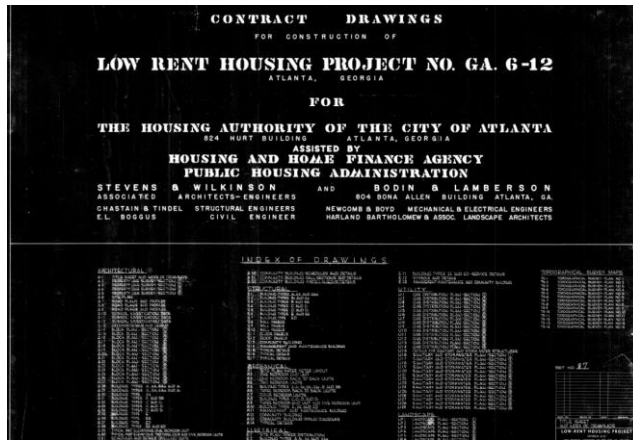
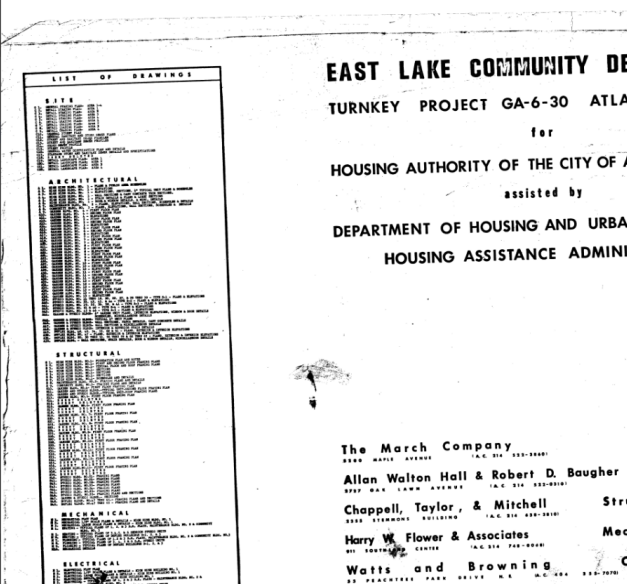
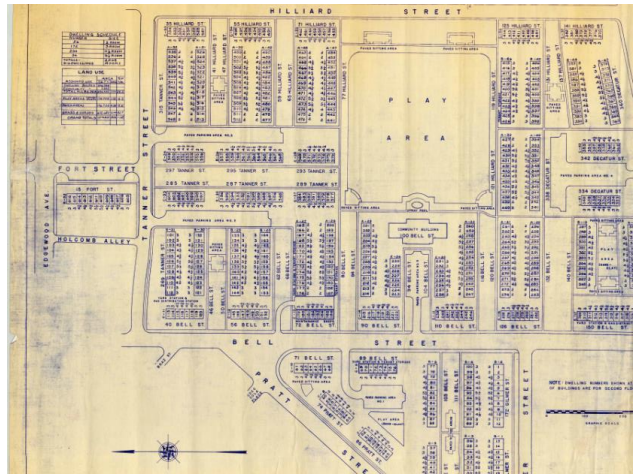
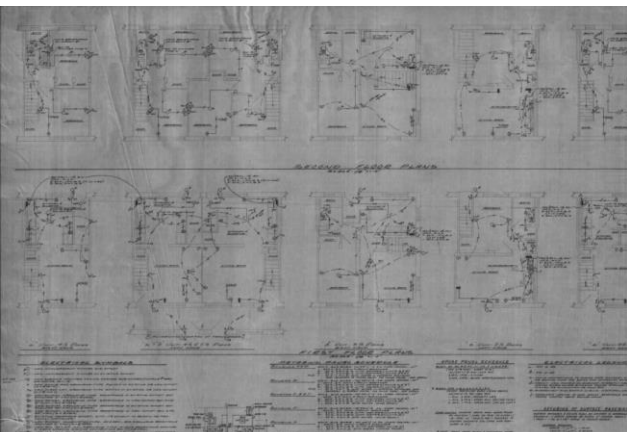
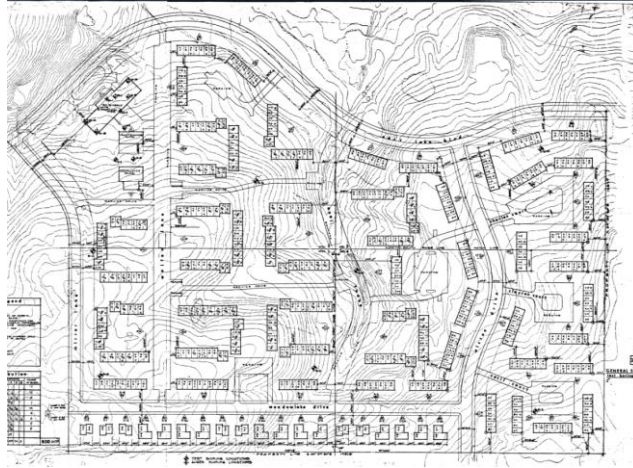
Digital Records: Born Digital

RIM

- Straight to SharePoint or another authorized repository
- Department specific SaaS products authorized to hold records.
- Avoid OneDrive whenever possible.

Archives

- Migration cannot happen at 20-year retention period
- Identify/document file types are you accepting or migrating to
 - Proprietary (CAD) vs perpetual (PDF)
- Files need to be findable in context
- Loss of process when you only save the final PDF document



Use Case: Blueprints

- Started off being owned only by RIM
- Buildings built from 1930-60s and may be still standing and operational
- Modernization/renovation in 1996 - 2016
- Retention schedule = keep blueprints for 2 years after demolition
- RRS revised to add Archives = collect blueprints that are 20 years old (regardless of triggering event) or hit retention
- Heavily requested blueprints – examine use cases and touch rate
 - Active BP for maintenance (working documents)
 - Old BP for historic preservation, storytelling, student projects (Research)
- Don't forget physical storage!
 - Archives may hold physical BP for RIM due to condition
- **This is a compromise we can live with!**

Blueprints and maps

RIM Retention Schedule

Records Series:	1207 Blueprints / Maps
Description:	Blueprints, Specifications and Plans, As-builts.
Retention Period:	Triggering Event + 2 years
Triggering Event(s):	Life of structure

Archives Appraisal Rules

Table 1. Appraisal Grid

OFFICE RECORDS	Permanent	Retain for Documentation	Retain for Examples	Destroy or Transfer*	Case By Case	Reformat
Minutes of Meetings		X				
Financial Records				X		
Marketing Records	X					
Personnel Records				X		
Awards	X					
Correspondence with Publishers	X					
Clip Files/Tear Sheets	X					
DESIGN DEVELOPMENT						
Sketches	X					
Schematics	X					
Presentation Drawings	X					
CAD	X					
CONSTRUCTION DRAWINGS						
Final Drawings/Record Set	X					
Site Plans	X					
Elevations	X					
Sections	X					
Floor Plans	X					
Bid Sets						
Field Sets						
Field Sets (if annotated)	X					

AH Archives Architectural Plans Accessioning Criteria

Architectural plans (maps, floor plans, blueprints, etc.) will be accessioned into the Archives that detail interiors, exteriors, landscaping, or unusual features if they contribute to the significance of the property.

The following types of architectural plans will automatically be accessioned into the archives without exception:

- All architectural plans relevant to AH history and created prior to 1942.
- All architectural plans documenting AH during the period of War housing (1942-1948).
- All architectural plans for AH's and the nation's first federally funded individual housing projects Techwood-Clark Howell Homes and University Homes.
- All architectural plans for AH's first HOPE VI property created after 1997 showing the revitalization for The Villages at East Lake Meadows.
- Architectural plans created prior or during a housing projects year of completion.

Property	Completion Year	Property	Completion Year
Alonzo F. Herndon Homes	1941	John J. Eagan Homes	1941
Antoine Graves Homes and Annex	1973	Jonesboro North	1972
Bankhead Courts	1970	Jonesboro South	1970
Barge Road Highrise	1981	Juniper and Tenth Highrise	1974
Bowen Homes	1964	Kimberly Courts	1973
Capitol Homes	1942	Leila Valley	1970
Carver Community Homes	1953	Marian Road Highrise	1980
Cheshire Bridge	1976	Marietta Road Highrise	1982
East Lake Meadows and East Lake Meadows Highrise	1971	Martin Street Plaza	1976
Englewood Manor	1971	McDaniel Glenn and MLK Jr. Memorial Bldg	1968
Georgia Avenue Highrise	1978	Palmer House	1967
Gilbert Gardens and Gilbert Gardens Annex	1971	Peachtree Road Highrise	1976
Grady Homes	1942	Piedmont Road Highrise	1977
Herman E. Perry Homes and Perry Annex	1954	Roosevelt House	1973
Hightower Manor Highrise	1982	Suburban Courts	1969
Hollywood Courts	1969	Techwood-Clark Howell Homes	1936
Joe Chandler Harris and John O. Childs Homes	1957	Thomasville Heights	1970
John Hope Homes	1941	University Homes	1937

What do we
do when our
best
practices are
opposing?
WE FIGHT!

RIM:

- Who cares about what a digital file will look like in 50 years when the retention period is 3 years?
- General practice is to keep paper records for 10-20 years and then send to Archives that have permanent retention

Archives:

- Paper and benign neglect are (usually) friends – fine waiting
- But digital is an EMERGENCY
- Archives best practices is to collect digital records at the point of creation or before

**Digital
forensics
is not
a collection
strategy**



Compromise looks like...

RIM

- Digitize the modern blueprints
- Add to SharePoint
- Only accessible for maintenance team and authorized staff
- Metadata flags BP to transfer to archives at disposition

Archives

- Digitize the historic blueprints
- Add to Archives CMS/TDR
- Accessible to all researchers
- Related material notes and accession records point to current BP for continuity, date of retention
- Streamline workflows and reduce duplication

None of this
will work
unless you...

1

Create a data map
of how information
is flowing through
your organization.

2

Interview the
staff performing the
functions- not just
the managers

3

Get buy-in and high
compliance from all
record creators and
departments*

Defining the Archives scope and procedures

Clearly identifying in the retention policy that the archivist gets final review at the point of disposition

Need to decide the scope and collection development policy of the archives.

What are you collecting?
When? Why? How? Who
is responsible?

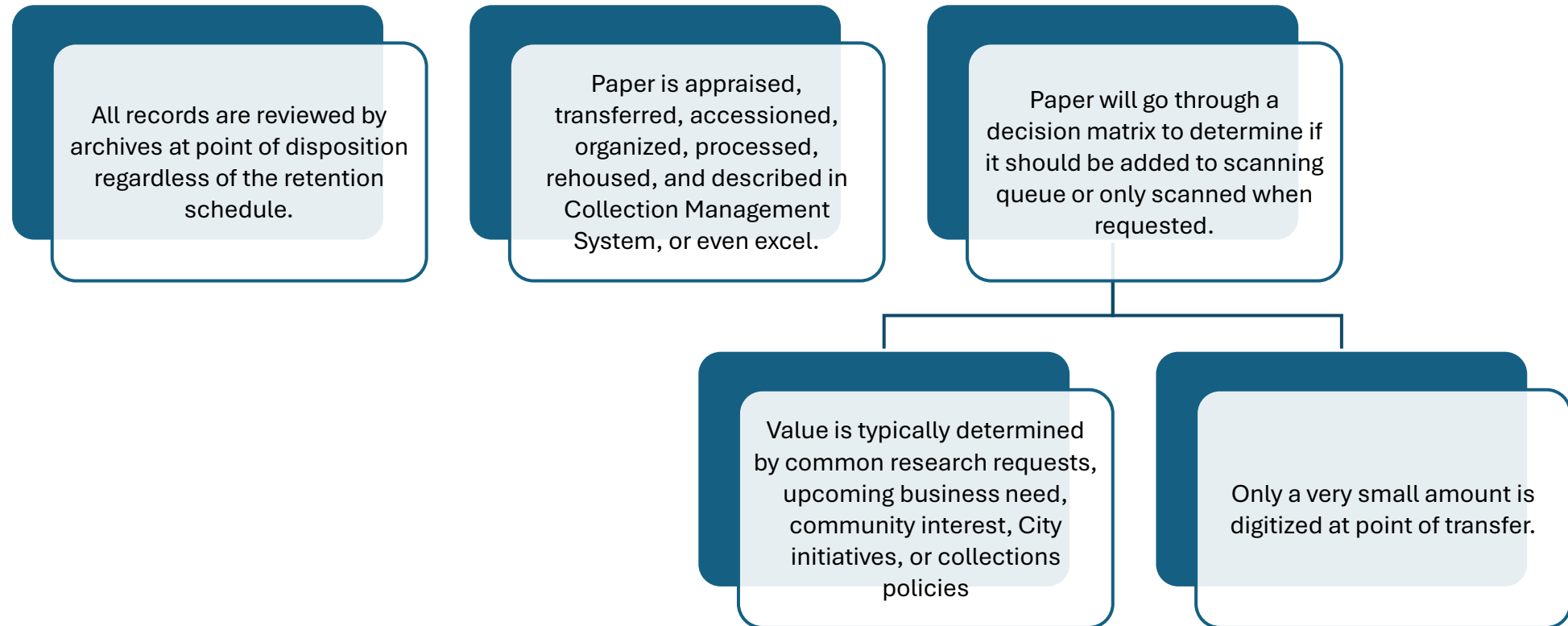
Is your archives responsible for all permanent records?


How are the collections accessed?

Digitize upon request and only provide copies to researchers.

Archival assets never leave supervision in designated reading room area.

Integration with Archives





But how do
we eat the
elephant?

One bite (project) at a time

Customer requests can flag a chunk of records
that should be in the archives/digitized

Project identified and boxes recalled

Archivist identifies material that needs to go to the
archives (appraisal)

Assesses condition, processes, and creates
records

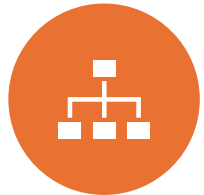
Project may include digitization or not -- still
accessible in person or scanned on demand

Metadata transferred from RIM and archival fields
updated for ingest

Content Management Solutions

- So, what do you do after you have a foundational understanding of each other's programmatic goals?
- No faster way to identify gaps in procedures, understanding, or programmatic goals than picking management solutions!
- We will compare Archives management requirements to RIM requirements to highlight the similarities and differences and where we can cut down on the same work.

Requirements Needing to be addressed:



Organization and
context



Access and
Access Controls



Self-Service



Authenticity



Rights
Management



Scale and Scope

Organization and Context

RIM

- Don't care about individual creators
- Do care about departments – that is our context
- Start date / end dates
- Metadata (but not as much as archives)
- Retention schedule dictates organization

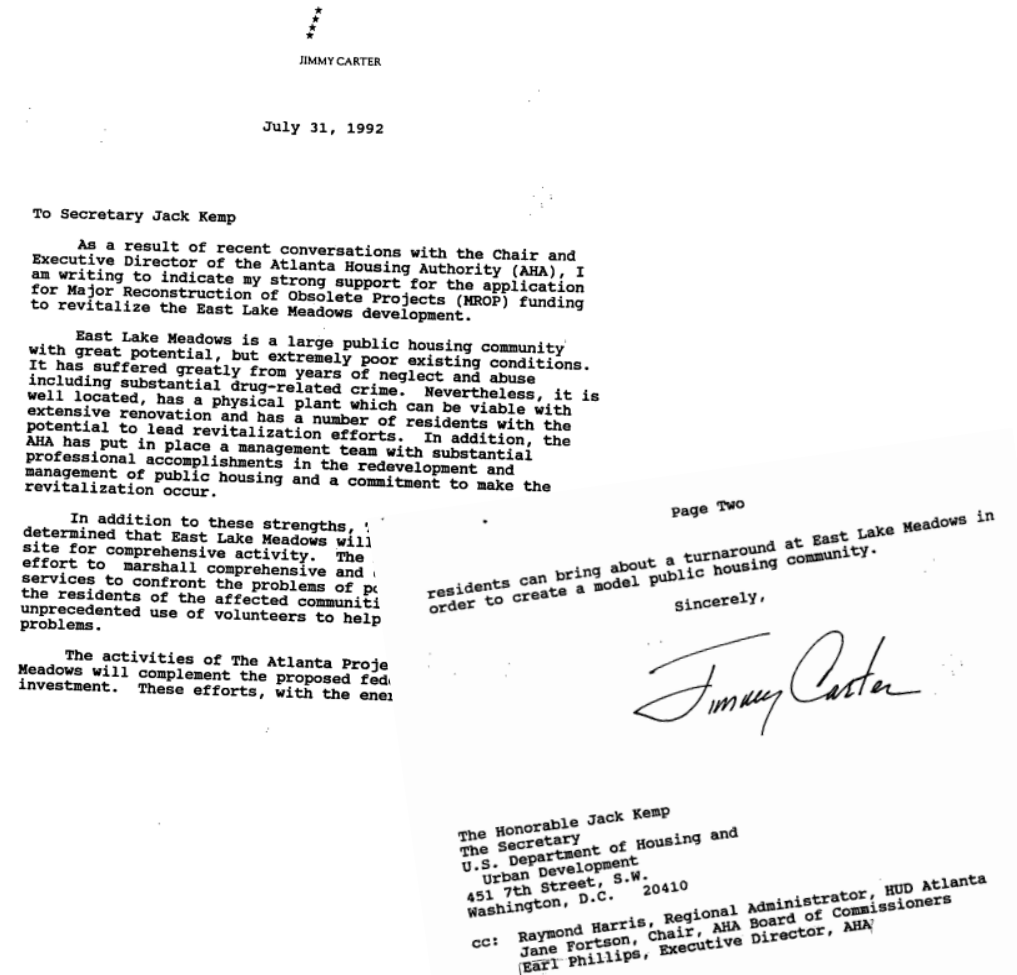
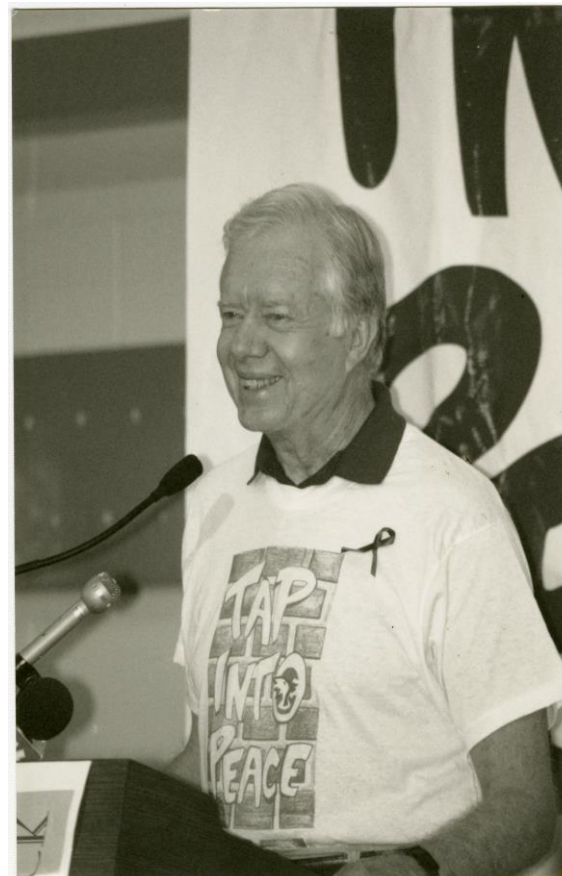
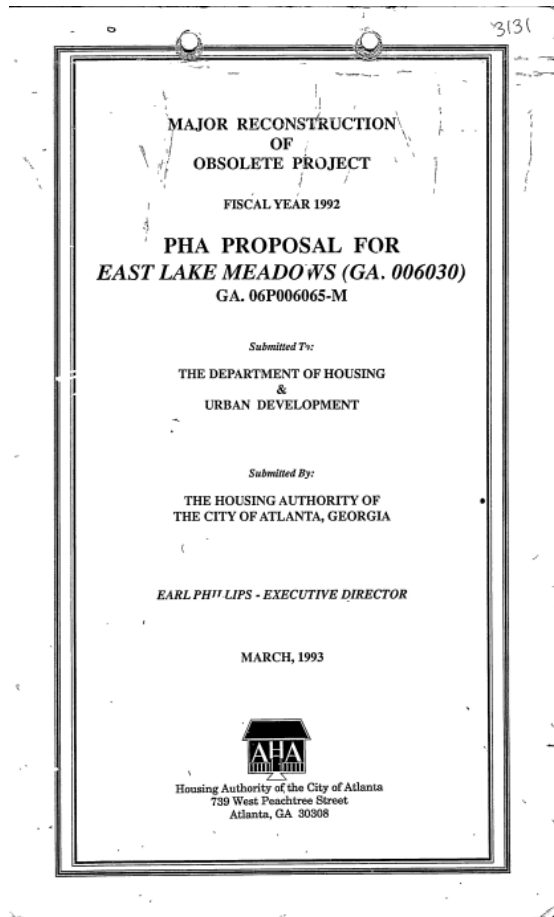
Archives

- Archives needs the context to be useful– a document without a why is likely to be less useful
- Organize assets hierarchically + related content
- Metadata in multiple modules
- Original Order and Provenance are important
- Organizing for business continuity over 50-100 years

RIM = 3 records

|

Archives = 1 story



Access and Access Controls

RIM

- SharePoint Admins, manage enterprise access
- Avoid using teams or OneDrive
- Physical items storage managed by RIM only

Archives

- Which staff has access and how are records found/requested in the backend?
- How is the archivist managing their collections?
- What functions are priorities for systems?
- Policies and procedures dictate access
- Relationships with IT and Facilities and RIM

Self-Service Options

RIM

- Various repositories managed by use case and access controls.

Archives

- How are your users accessing content?
- Open internally only? Externally?
- How to display restricted material
- Collecting stats to show like unique visits, downloads, time spent
- High use justifies staffing, digitization budget, tools



Dr. John Hope
(1868-1936)

Dr. John Hope envisioned a public housing project on the site of the Beaver Slide, the slum area next to the university campus.



Slum Clearance

Following the Great Depression and the 1922 racial zoning laws, overcrowded populations occupied slums areas where the worst living conditions, crime and disease abounded.



University Homes construction

University Homes' two-story brick buildings were designed utilizing the International Style to be sturdy, with minimal decoration, using optimum square footage with provisions for



Influent ATLANTA HOUSING

First Lady Eliza Burns Hope, together to a of University community f

We are currently experiencing higher-than-normal call volumes. Please be patient as our agents answer these calls. If you would like to contact us via email, please email us at [ah@atlantahousing.org](#) or [info@atlantahousing.org](#) down to connect with AH. An AH employee will contact you within 24-48 hours.

The Phoenix

Atlanta Housing

Browse Featured Topics

1933-1937: Federal housing

1938-1941: First developments

1942-1948: War housing

1949-1955: Post-War development

1956-1973: Urban Renewal Years

1974-1989: Housing Decline

1990-1999: Revitalization Period

Welcome to the AH Archives Catalog

Q Search Atlanta Housing archives

Search

Advanced Search

Help

Featured Items

Title: Techwood-Clark Howell Homes, community life, archers

[click here to see full record](#)

Featured Collections

Individual Housing Projects

Papers of Individuals

Public Officials

Tenants' Associations

Community Life

AH Archives Access Points

ARCHIVEGRID

Search

FIND ARCHIVES NEAR YOU

Atlanta Housing - Archives

Search the Collections

Contact Information

ABOUT ARCHIVEGRID

ArchiveGrid includes over 7 million records describing archival materials, bringing together information about historical documents, personal papers, family histories, and more.

SharePoint Sites

McNally, Elliot

BROWSE PAGE

SHARE FOLLOW

2016 9/29

Eva Davis (1936 - 2012), Revitalizing a Community

by Brown, Gordon at 8:29 AM

By Meredith E. Torre, Archivist

Eva Davis seated with President Jimmy Carter. AHA 2013.01016

In 2007, Eva Davis began fighting her last battle. She began a campaign to create more awareness for women's health issues after her discovery that, like her mother, she had

AH ARCHIVES

The mission of the Archives is to preserve and provide permanent and historical materials that will assist in the operations of AH; to promote knowledge, research and understanding of the origins, functions, programs and goals of AH; and to collect archival materials that tell the story of AH.

Requesting Archive Materials

Archival materials may be requested by clicking [here](#). Please include details of the materials being requested.

Reference Appointments

© Atlanta Housing

Phoenix Training Videos | AH Archives Blog

Authenticity:

How do we know this document has not been edited?

RIM

- Audit trails
- Version controls
- Access controls

Archives

- How does your TDR/DAMS track and prove authenticity?
 - Does it have auditable technical and preservation metadata?
 - Can it be exported and viewed readily?
- Original file type is important
 - Obsolete, proprietary, easily editable?
 - Access copies for users created from original (uneditable, watermarked, lo-res)

Rights Management

RIM

- Rights agreements are contracts held by legal
- Legal copied – not making a business decision for use

Archives

- How are you identifying and managing different rights in your collections?
- Can your system automate restriction end dates?
- Does your system manage licenses? Estate info? Decisions made? Email chains?
- Do you have Legal involved?
- Archives is first line of defense for misuse and education

Scale and Scope considerations for your systems

RIM

- RIM systems expect millions of files
- Cloud based vs on Prem
- SaaS Solutions and integrations
- Azure vs AWS
- Government vs Commercial cloud
- Restrictions on opening up your tenant to 3rd party applications

Archives

- Know your collections, data, timeline, expected growth
- Archives systems are relatively small compared to RIM (10%)
- Archives typically need multiple systems – What do you need and do they speak to each other?
- Do they speak to existing IT and RIM infrastructure? Do they meet IT requirements?

Take-aways



RIM and Archives work best together



There are compromises that help enterprise users better find what they need



Nomenclature matters



Procedures, policies, and established requirements are critical for success

- YOU too can have an archives.
- Hire a Certified Archivist (CA)!



Spring Festival Parade, Techwood Homes, 1990s

Resources

General Archives

- <https://www2.archivists.org/assoc-orgs/directory>
- Fantastic recorded webinars – archives fundamentals
 - <https://www.youtube.com/channel/UCpWzzChlhR-8O7CrKmiL2rw/videos>

Blueprints and Architectural Records

- Design Records Appraisal Tool; The American Archivist Vol. 84, No. 2 Fall/Winter 2021 320–354
- <https://psap.library.illinois.edu/collection-id-guide/summary-archdrawrepro>

Other good stuff

- <https://www.oclc.org/content/dam/research/publications/2021/oclcresearch-total-cost-of-stewardship.pdf>
- <https://connectingtocollections.org/>

DAM/CMS Selection Process

- <https://www2.archivists.org/groups/collection-management-section>
- <https://www.canada.ca/en/heritage-information-network/services/collections-management-systems.html>
- Centering the User in DAM selection (2023)
 - https://kaltura.uga.edu/media/t/1_ngybvtb4
- Archival Management Software: a report for CLIR
 - https://www.clir.org/wp-content/uploads/sites/6/spiro_Jan13.pdf

Vendor Directories

- <https://collectionstrust.org.uk/software/>
- <https://digitalassetmanagementnews.org/vendors/>

THANK YOU!



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