



NATIONAL ARCHIVES *and* RECORDS ADMINISTRATION  
8601 ADELPHI ROAD COLLEGE PARK, MD 20740-6001  
[www.archives.gov](http://www.archives.gov)

***Sent Via Email. No Hard Copy to Follow.***

February 24, 2020

Ms. Patricia Bosco  
Agency Records Officer  
Agency for Healthcare Research and Quality  
540 Gaither Rd  
Rockville, MD 20850  
[patricia.bosco@ahrq.hhs.gov](mailto:patricia.bosco@ahrq.hhs.gov)

Dear Ms. Bosco,

The National Archives and Records Administration (NARA) was made aware of an allegation of unauthorized disposition of records from the Agency for Healthcare Research and Quality (AHRQ). The allegation stated that emails from non-capstone officials are being deleted by ITIO staff after 60 days. The email deletions came to light because emails were requested for an ongoing litigation, and it was discovered that the requested emails had been deleted.

NARA requests that you investigate this allegation of unauthorized disposition of agency emails and submit a report to NARA within 30 calendar days of the date of this letter. Please ensure your report is compliant with 36 CFR 1230.14.

Your attention to this matter is greatly appreciated.

Sincerely,

LAURENCE BREWER  
Chief Records Officer  
for the U.S. Government

cc Debbie Kramer, HHS Department Records Officer  
[debbie.kramer@hhs.gov](mailto:debbie.kramer@hhs.gov)  
Richard Green, NARA Appraisal Archivist  
[richard.green@nara.gov](mailto:richard.green@nara.gov)



NATIONAL ARCHIVES *and* RECORDS ADMINISTRATION  
8601 ADELPHI ROAD COLLEGE PARK, MD 20740-6001  
[www.archives.gov](http://www.archives.gov)

***Sent Via Email. No Hard Copy to Follow.***

May 5, 2020

Ms. Patricia Bosco  
Agency Records Officer  
Agency for Healthcare Research and Quality  
540 Gaither Rd  
Rockville, MD 20850  
[patricia.bosco@ahrq.hhs.gov](mailto:patricia.bosco@ahrq.hhs.gov)

Dear Ms. Bosco,

The National Archives and Records Administration (NARA) received your response dated March 7, 2020 to the allegation of unauthorized disposition of agency email records from non-Capstone officials that were deleted by the Office of Technology Infrastructure and Operations (ITIO).

In your response, you indicated that the Agency for Healthcare Research and Quality (AHRQ) is a small agency within the Department of Health and Human Services (HHS) and that mailboxes for employees at AHRQ are maintained by HHS' Office of the Chief Information Officer (OCIO) and that ITIO, within OCIO, provides email shared services for AHRQ.

NARA understands that AHRQ notified the Department and had a follow up discussion with NARA. After that discussion, AHRQ instituted a temporary measure to address the issue of premature deletion of emails of departing employees. This measure requests that ITIO provide the .pst files for all AHRQ employees that leave the agency for management by AHRQ. NARA understands that this will be AHRQ's process until a permanent and more comprehensive Departmental solution is put into place.

Based on the information that you provided, NARA will investigate this matter further with the Department, and consider AHRQ's case closed. Thank you for your cooperation. If you have any questions, please contact me at [laurence.brewer@nara.gov](mailto:laurence.brewer@nara.gov) or by phone at (301) 837-1539.

Sincerely,

LAURENCE BREWER  
Chief Records Officer  
for the U.S. Government

cc. Debbie Kramer, HHS Department Records Officer

[debbie.kramer@hhs.gov](mailto:debbie.kramer@hhs.gov)

Richard Green, NARA Appraisal Archivist

[richard.green@nara.gov](mailto:richard.green@nara.gov)