# Customer Records Data Management – Best Practices

The Department of Financial Services, Division of Accounting and Auditing (A&A) has combined efforts with the Florida PALM Agency Advisory Council to collect information to develop guidance and best practices for agencies to analyze and manage legacy data in preparation for implementation into Florida PALM.

After meeting with the Customer Records Data Management Group, it was determined that most agencies utilize an agency business system that allows them to maintain customer records, so maintenance is minimal in Departmental FLAIR. The information contained in this list discusses the best practices identified by multiple agency subject matter experts for Customer Records and data management.

## Things to consider:

* Understand how your agency uses customer records, what type of information your agency requires, and where the information is captured.
* Ensure that Customer Records display the correct status (active vs. inactive).
* Keep Customer Records as up to date as possible. If record information is managed at a program level, consider adding periodic reviews that meets your agency’s data cleanup need.
* Review Customer Records at an agency-wide level on an annual basis and have an established purge process in place to manage records that have not been used within a predetermined amount of time established by your agency.
* Determine if there is a need for agency guidance and policy for how program areas should maintain customer record data.
* For futuristic reporting needs, are there characteristics of your agency’s receipts that could be captured within the Customer Record, such as location, county, circuit, etc.

For additional information on A&A’s Data Management’s Workgroups, as well as available resources to assist with data management, please visit our [Data Management Workgroups](https://www.myfloridacfo.com/division/aa/state-agencies/data-management-project/data-management-workgroups) webpage.