



Covering all the Bases of
Hard-to-Manage Records
with

**Enterprise Content
Management**

why

- Galveston & Records Management
- ECM & RM Systems
- eDoc & OnBase

15

what

- Email Records
- Application Records
- Shared Drive Records
- Paper Records

20

How

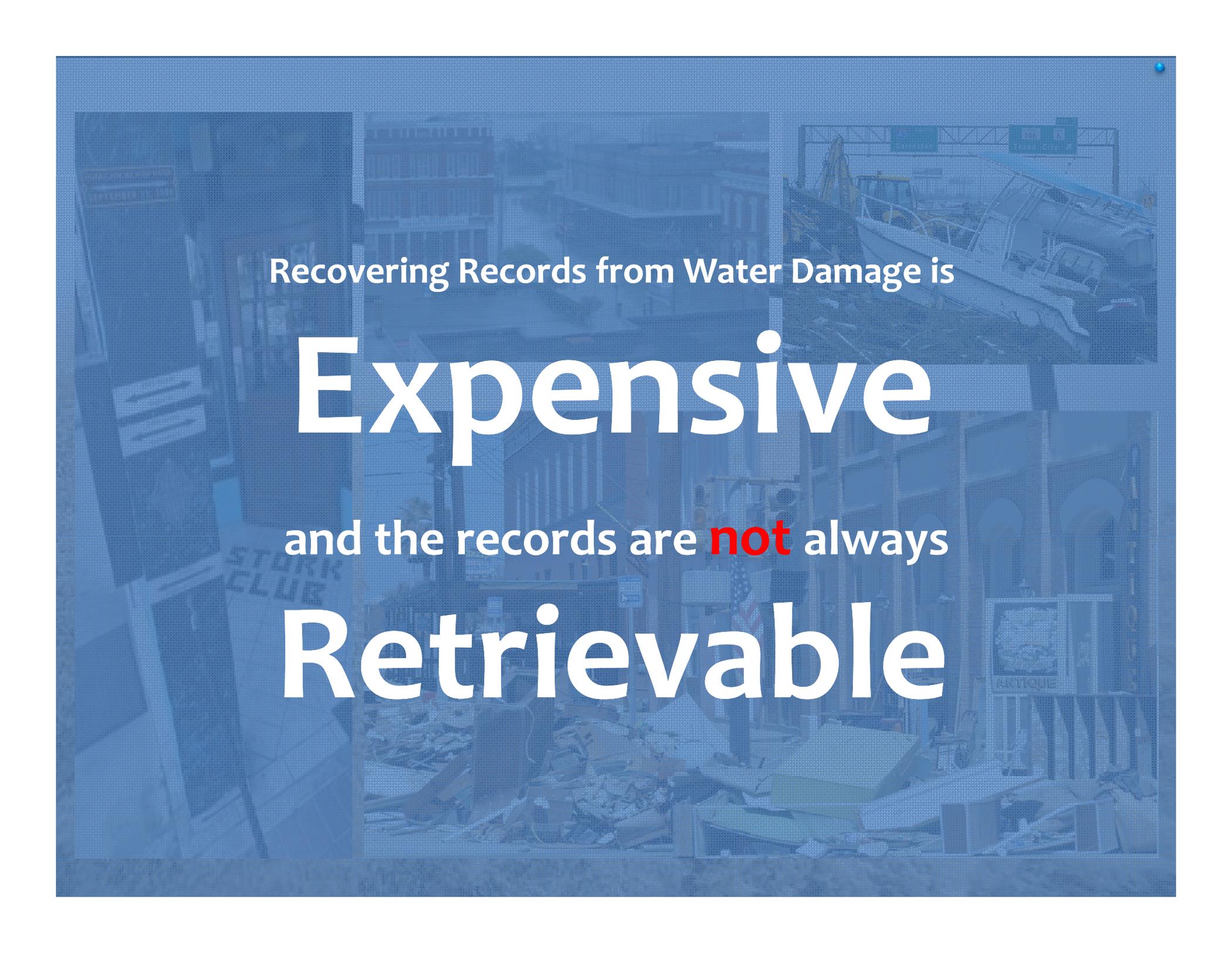
- How did we get this done?
- What are your next steps?

10



Who We Are and Where We Were

WHY GALVESTON



Recovering Records from Water Damage is

Expensive

and the records are **not** always

Retrievable

451 Rolls of Microfilm

912 Photographs

8 Truckloads

2,259 Boxes of Paper

\$236,222.23

Evaluate

Effectiveness

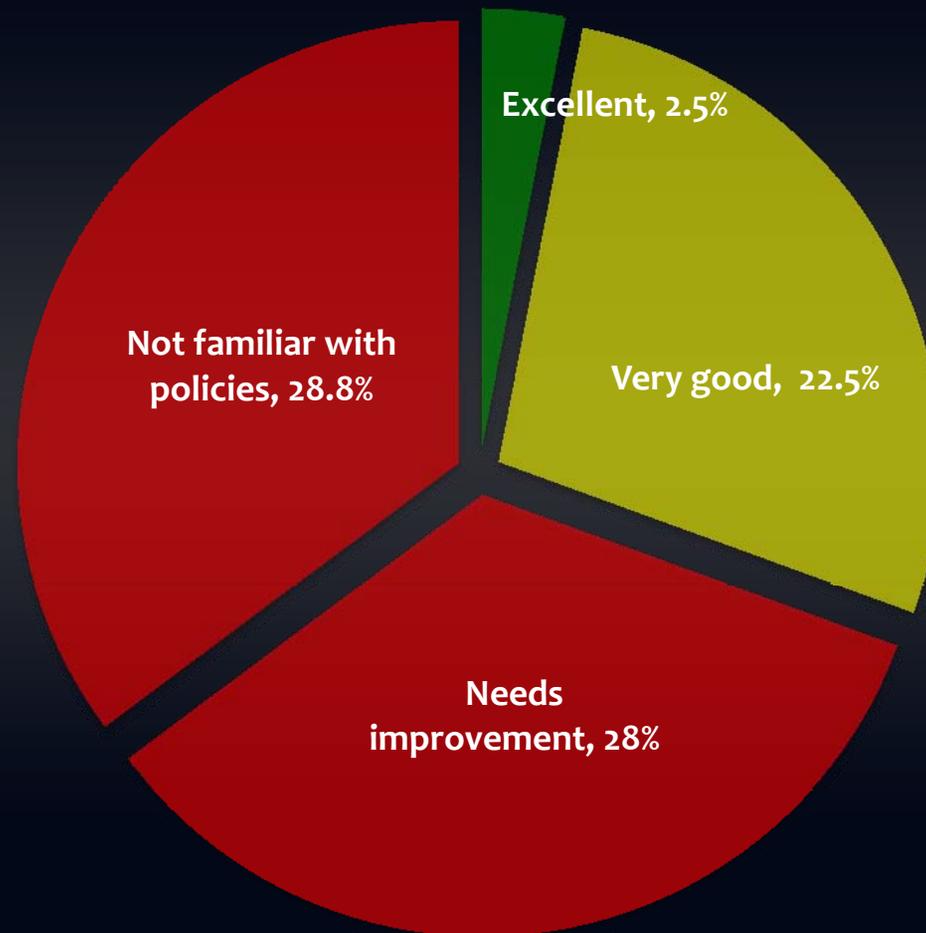


- Compliance
- Risk Mitigation
- Security

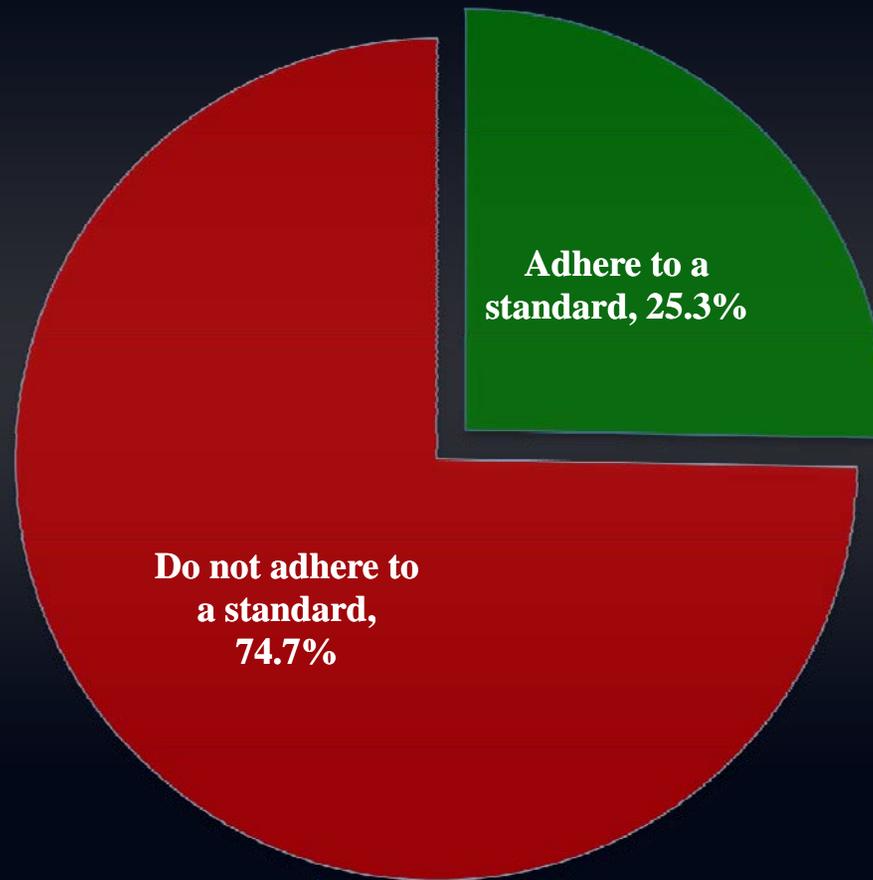
Efficiency



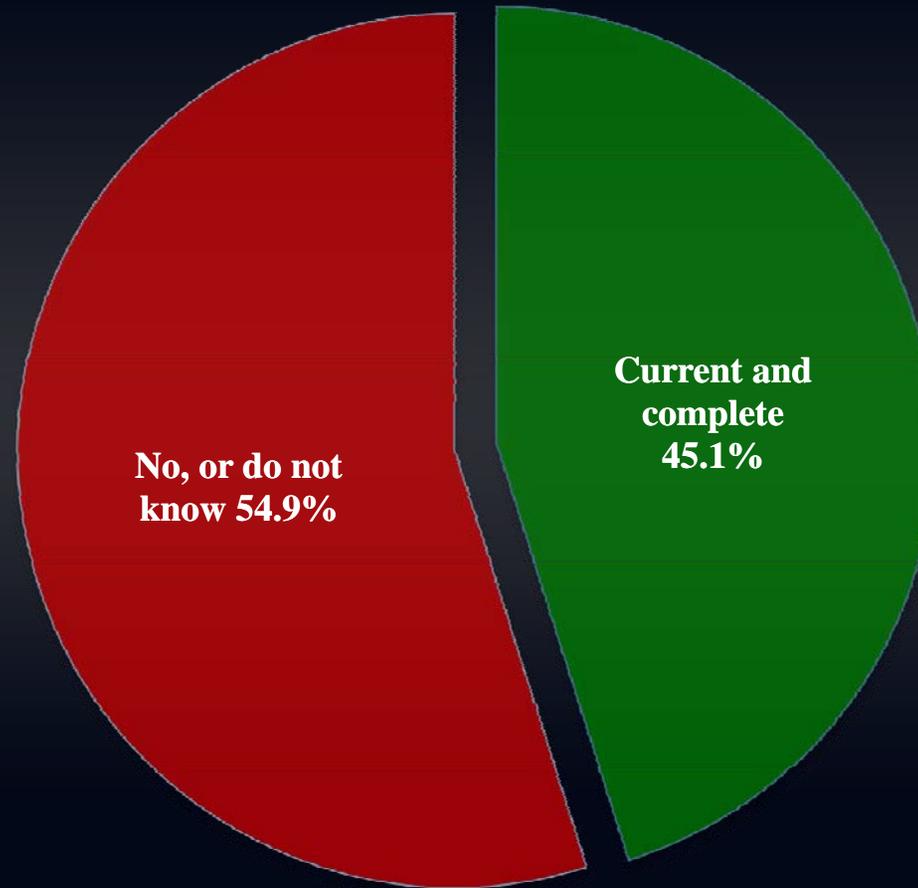
- Accessibility
- Integration
- Optimization



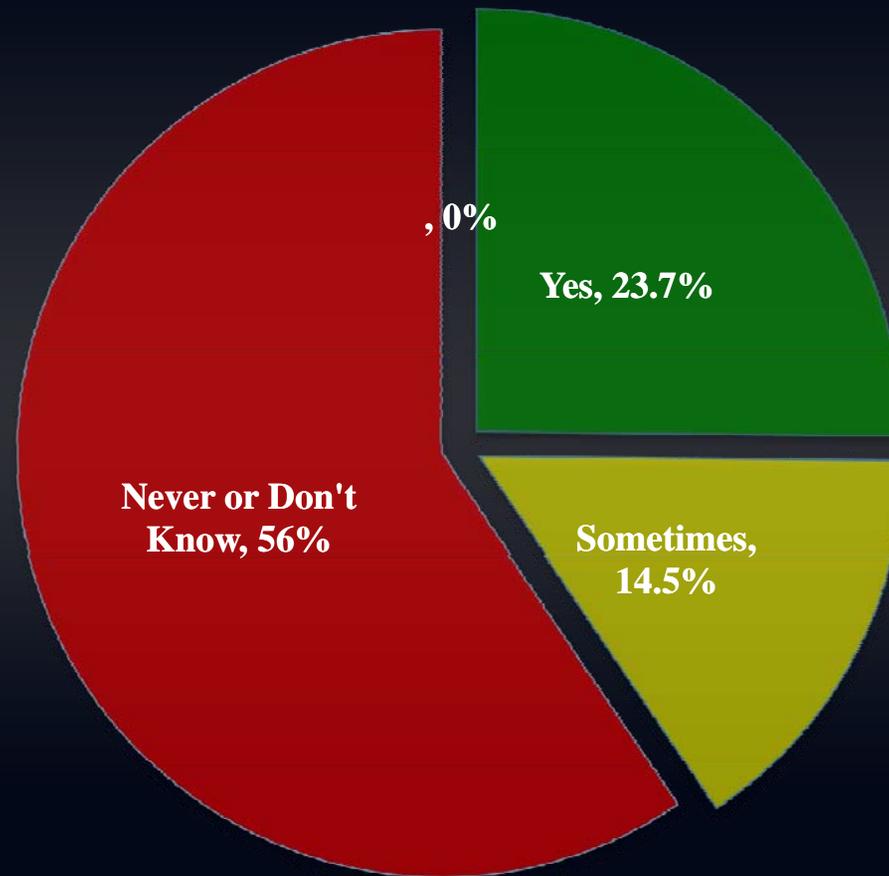
Current Records Management Practices



Indexing Standards



**Records
Retention Schedule**



**Destruction According to
Retention Schedule**

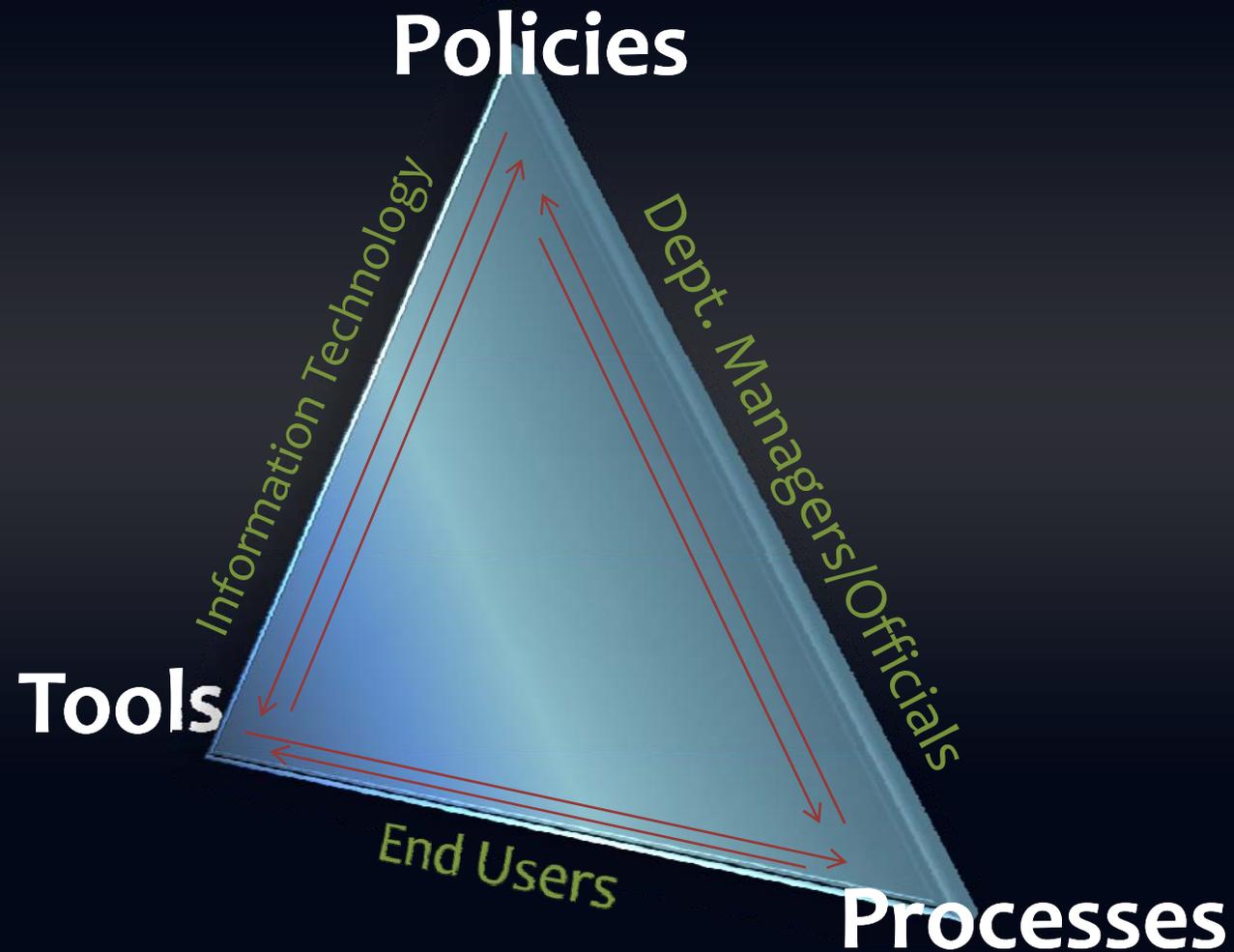
Feedback from Employees and Managers

“[As] staff has transitioned out, there has been a lack of overlap... They are not sure what boxes to throw away.”

“Most departments are keeping documents indefinitely, either because they do not know the retention period or because it’s too much work to assign a retention period.”

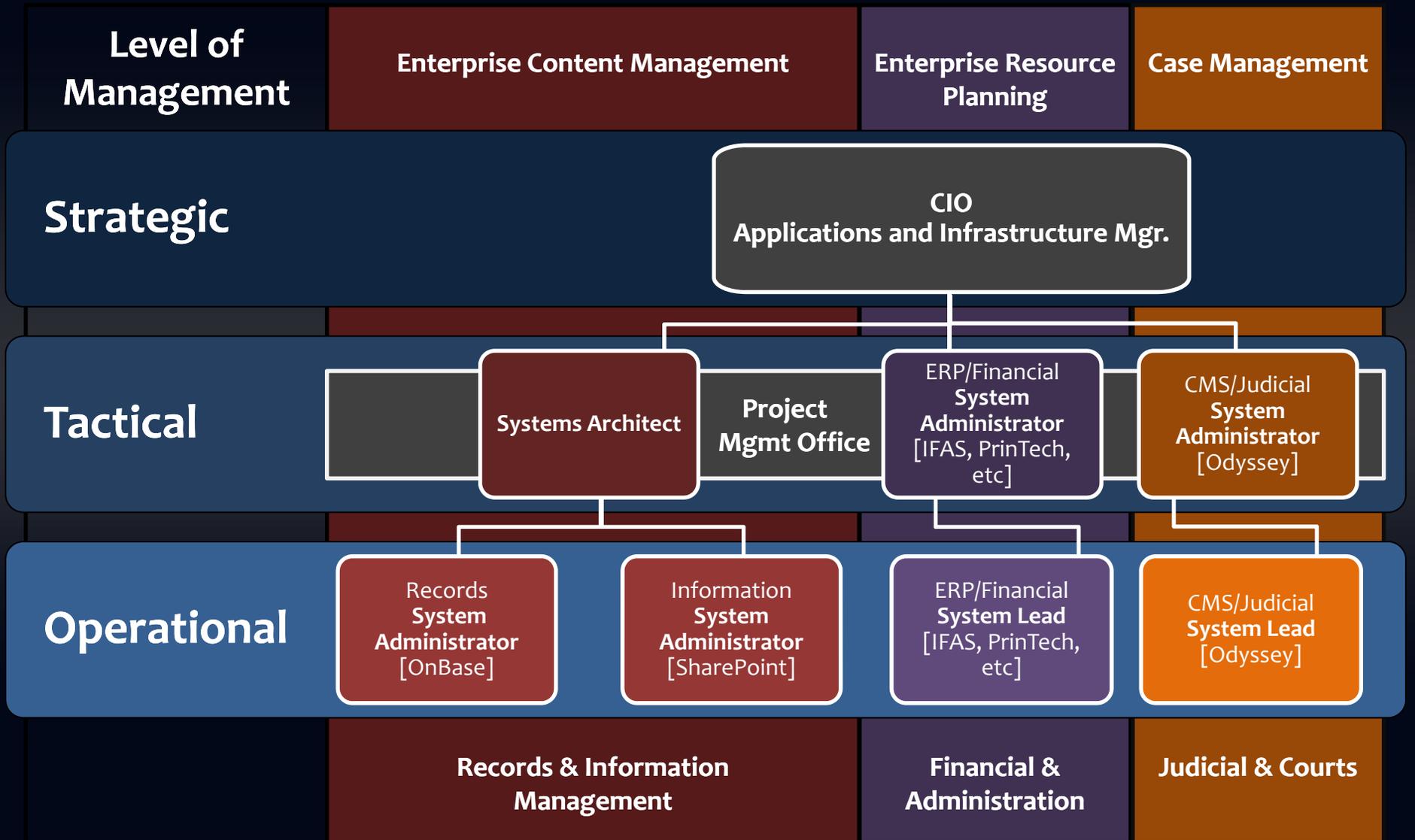
“Departments commonly purge documents on a regular basis when office space becomes unavailable.”

“This results in the current condition of the County having hundreds of millions of hardcopy documents.”





ENTERPRISE CONTENT MANAGEMENT





Why Enterprise Content Management Works for Records

WHY ECM

 Vital
Records

PRIORITIZING RECORDS AND INFORMATION

1. Essential / Vital Records

What do we need to keep doing business?

2-5% of County documents that are necessary for:

- “The continuation of government operations in an emergency;
- The re-creation of the legal and financial status of the government
- The protection and fulfillment of obligations to the people of the state.”

 High Visibility
Records High Activity Records Active Records Inactive Records

2. High-Visibility Records

What is most important to the public?

3. High Activity Records

What will significantly improve our efficiency or effectiveness?

4. Active Records

What is likely to be accessed or audited?

5. Inactive Records

All records not falling under one or more of the previous categories.



The Challenge...



References
Materials

Drafts &
Collaboration

Convenience
Copies

Other content:

- *Subjective*
- *Collection*
- *Themed*
- *Convenience*
- *Distributed for value*

The Challenge...

Content

Record

Transactional Content Management

Some content:

- Objective
- Classification
- Indexed
- Evidence
- Archived for value

Inform

Collaborative Content Management

All content:

- Intuitive
- Accessible
- Managed
- Retrievable
- Secure

Other content:

- Subjective
- Collection
- Themed
- Convenience
- Distributed for value

Imaging /
Scanning

Records
Management

Collaboration
Document
Management

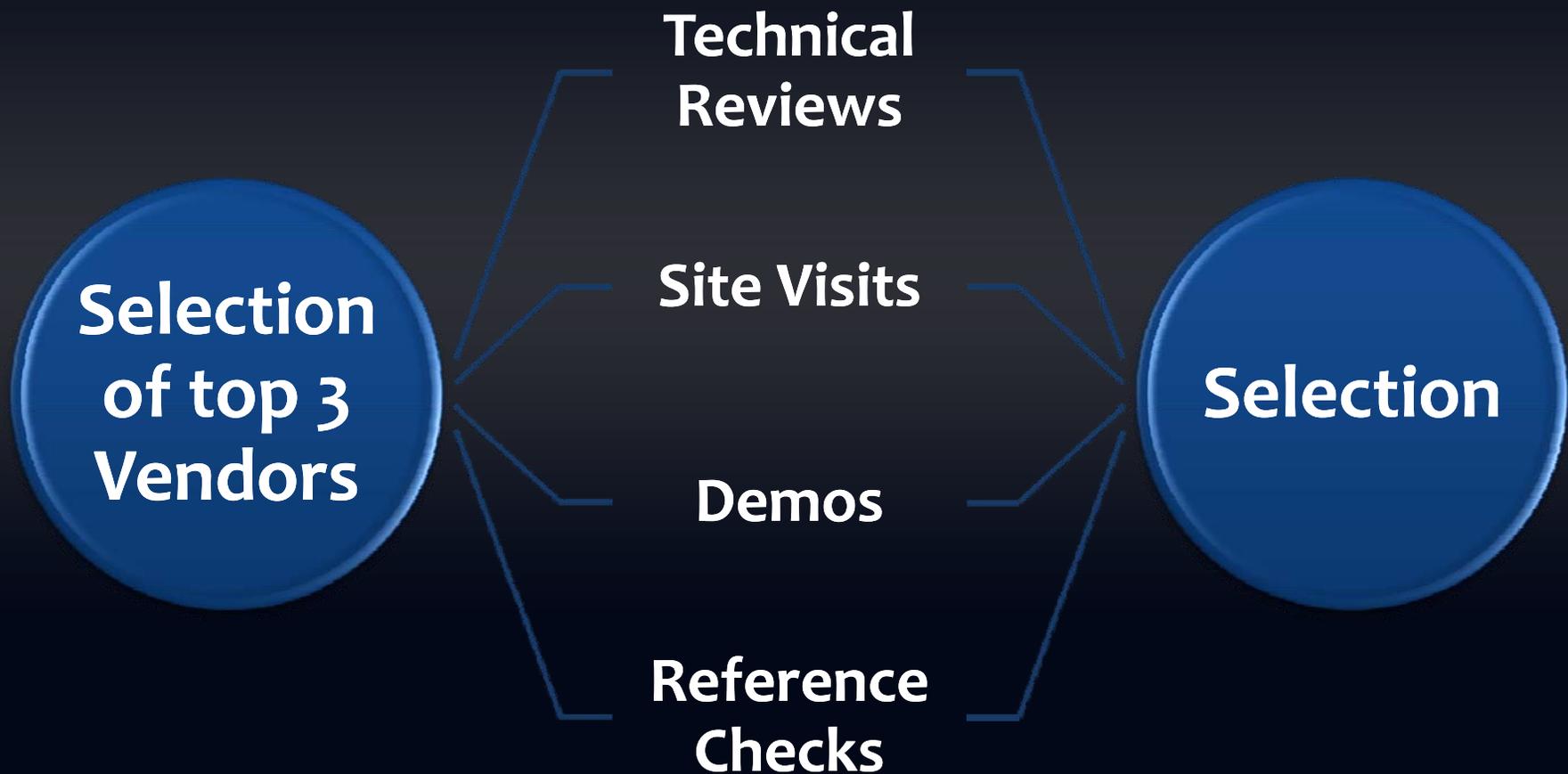
Knowledge
Management

Intranet & Web
Services



How We Selected a Vendor and Software Solution

WHY EDOC & ONBASE

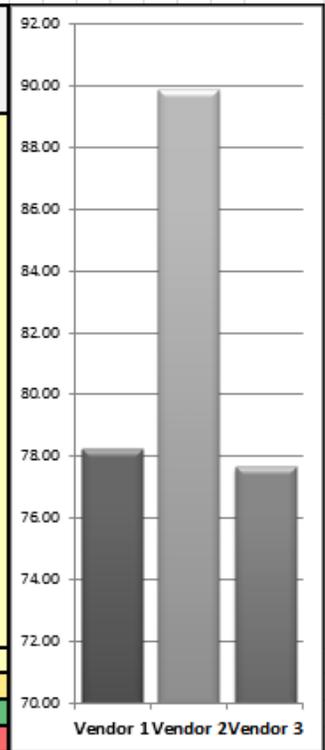




ENTERPRISE CONTENT MANAGEMENT

Summary ECMS Score Card

Areas of Evaluation	TECHNICAL SPECIFICATIONS CHECKLIST 4/27 - 4/29						SITE VISITS EVALUATIONS 5/2 - 5/6						DEMO EVALUATIONS 5/11 - 5/13						FACILITATION OF COUNTY GOALS 5/16 - 5/18						TOTAL												
Dates of Evaluation																																					
Vendor	IMAGING	ENTERPRISE CONTENT MANAGEMENT SOFTWARE	RECORDS MANAGEMENT SOFTWARE	E-FORMS	E-SIGNATURES	AUTOMATED WORKFLOW PROCESSES SOFTWARE	Scope and Relevance of Site Visited	Demonstration of Imaging	Demonstration of ECMS	Demonstration of Records Management	Demonstration of E-Forms	Demonstration of ESignatures	Automated Workflow Process Software	Integration between Departments / Divisions	Integration with 3rd Party Software	Level of Vendor's Participation During Site Visit	Technical Architecture Presentation	System Administration Demonstration	System Tools Demonstration	Imaging Process Demonstration	Document Management Demonstration	Records Management Demonstration	E-Forms Demonstration	E-Signatures Demonstration	Automated Workflow Demonstration	Staff Time	Increased Efficiency and Staff Productivity	Enhanced Customer Service	Business Process Improvement	Improved Document Management	Cost Savings	Corporate Viability	Products, Services, & Technology	Customer Service /Product Support	TOTAL POINTS	WEIGHTED TOTAL	
Maximum Possible	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	4	4	4	4	4	4	4	4	4	6	18	20	3	13	6	8	4	4	182	100	
Vendor 1	3	5	5	5	5	4	1	3	3	1	1	0	3	0	2	3	3	3	3	3	4	4	3	3	3	4	5	17	19	3	13	6	6	3	3	135	78.21
Vendor 2	5	5	5	5	5	4	4	3	4	1	2	1	3	4	3	3	4	4	3	4	4	4	3	3	3	6	17	20	3	12	5	8	4	4	152	89.87	
Vendor 3	4	4	5	3	4	5	3	3	3	2	2	0	2	3	3	3	3	4	3	3	3	3	3	3	3	5	16	18	2	12	6	6	3	3	135	77.63	



OnBase

“OnBase **processes related documents** in business application data, bringing governance and **efficiency** to these processes.”

– Hyland

“Enterprise Content Management is the strategies, methods and tools used to **capture, store, preserve, and deliver** information related to **organizational processes**.”

... began with document imaging and document management of **high volume information** flowing through **repetitive processes**. . . critical to driving efficiencies.

– Gartner

Document Retention

Retention Type: None Static Dynamic

Retention Period: Days (999 Max) 0, Months (255 Max) 0, Years (255 Max) 1

Date Options: Document Date Date Stored

Buttons: Save, Clear, Cancel

Approve Purge

Document Retention **Records Management**

MMA - Redact: Black

Black Redaction

Manually Redact

Manual Redaction **Records Management**

Pending redaction

Redacted image

Approve Redactions

Automated Redaction **Records Management**

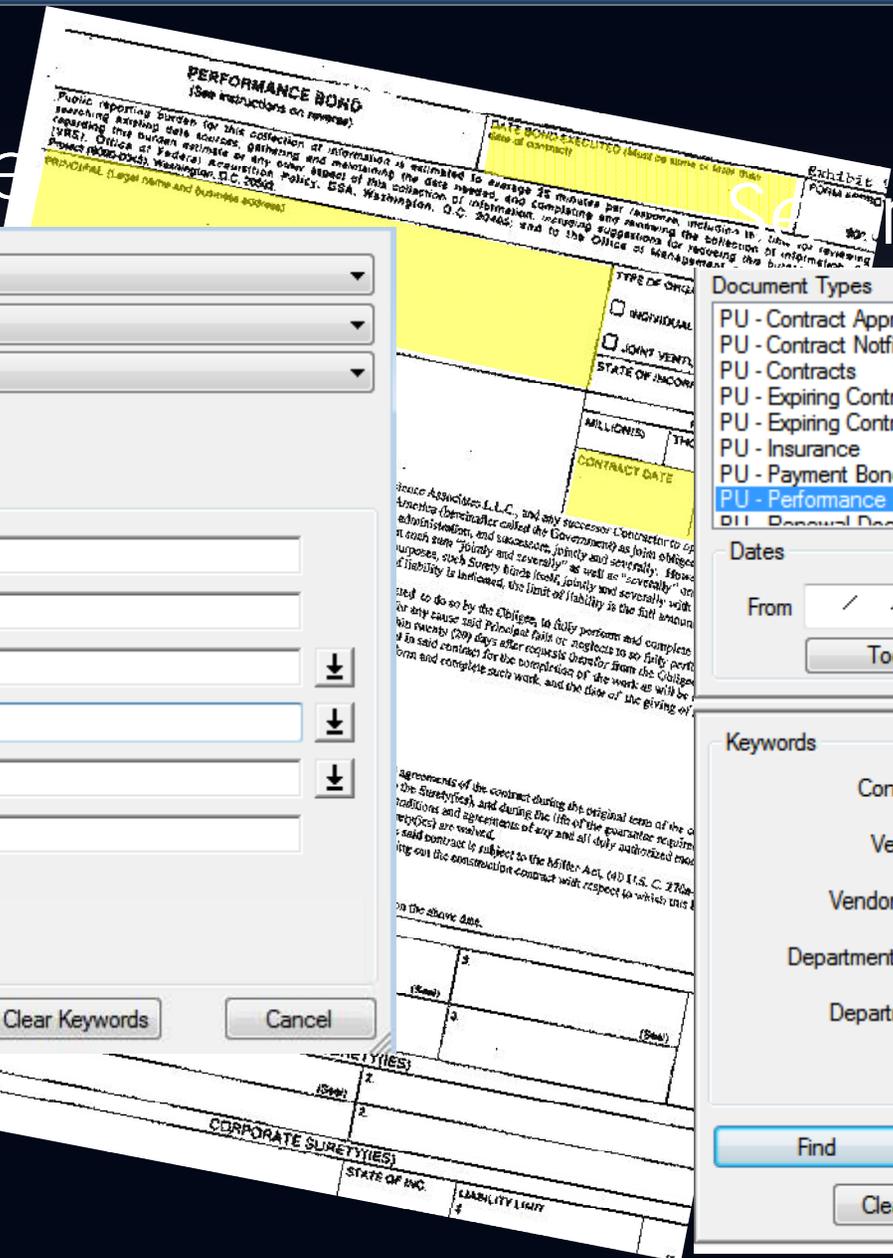
Log Date	Log Time	User Name	Action	Detail
04/01/2008	17:04:22	JOHN ADAMS	Created Note	Created Note 760 (Completed St...
04/01/2008	17:04:07	JOHN ADAMS	Viewed Document	Viewed (18004) Invoice 2504 fo...
04/01/2008	17:03:12	MARY LINCOLN	Document Rotation Saved	Rotated page on Document (18...
04/01/2008	17:00:16	MARY LINCOLN	Page Added to Document	Added page from (22118) Invoic...
04/01/2008	16:58:20	MARY LINCOLN	Viewed Document	Viewed (18004) Invoice 2504 fo...
04/01/2008	16:36:53	RUTHERFORD B. HAYES	Delete Keyword	Deleted Keyword (Vendor Numb...
04/01/2008	16:36:53	RUTHERFORD B. HAYES	Add Keyword	Add Keyword (Vendor Number) ...
04/01/2008	16:36:43	RUTHERFORD B. HAYES	Viewed Document Keywords	Viewed keywords on document ...
04/01/2008	16:36:41	RUTHERFORD B. HAYES	Viewed Document	Viewed (18004) Invoice 2504 fo...
04/01/2008	16:36:11	JAMES GARFIELD	Exported a Document	Exported (18004) Invoice 2504 fo...
04/01/2008	16:35:08	BENJAMIN HARRISON	Mailed a Document	Mailed Document (18004) to Ext...
04/01/2008	16:35:03	BENJAMIN HARRISON	Viewed Document	Viewed (18004) Invoice 2504 fo...
04/01/2008	16:33:49	WILLIAM MCKINLEY	Printed a Document	Document 18004 printed to Ado...
04/01/2008	15:25:45	JOHN ADAMS	Viewed Document Keywords	Viewed Keywords on Document ...
03/28/2008	14:24:27	JOHN ADAMS	Viewed Document	Viewed (18004) Invoice 2504 fo...
03/28/2008	08:43:09	JOHN ADAMS	Viewed Document Keywords	Viewed Keywords on Document ...
03/27/2008	10:48:55	MANAGER	Viewed Document Keywords	Viewed Keywords on Document ...
03/25/2008	12:25:40	MANAGER	Viewed Document Keywords	Viewed Keywords on Document ...
03/25/2008	10:54:41	JOHN ADAMS	Viewed Document Keywords	Viewed Keywords on Document ...
03/25/2008	10:53:57	JOHN ADAMS	Viewed Document Keywords	Viewed Keywords on Document ...
03/25/2008	10:52:42	JOHN ADAMS	Viewed Document Keywords	Viewed Keywords on Document ...
03/25/2008	10:52:13	MANAGER	Viewed Document Keywords	Viewed Keywords on Document ...
03/20/2008	08:45:22	JOHN ADAMS	Viewed Document Keywords	Viewed Keywords on Document ...
03/17/2008	07:48:52	JOHN ADAMS	Viewed Document Keywords	Viewed Keywords on Document ...
03/17/2008	07:48:33	MANAGER	Viewed Document Keywords	Viewed Keywords on Document ...

Audit Activities

Document Retention **Records Management**

Index/Store

Search/Retrieve



Document Type Group: << ALL >>

Document Type: PU - Performance Bonds

File Type: Image File Format

Document Date: 05/02/2012

Keywords:

Contract #: 123456

Vendor #: 098-7654-321

Vendor Name: ABC CORP

Department Name: PURCHASING

Department #: 345

Bid #: B-555555

Buttons: Re-Index, Split, Clear Keywords, Cancel

Document Types:

- PU - Contract Approval Request
- PU - Contract Notification
- PU - Contracts
- PU - Expiring Contracts All
- PU - Expiring Contracts Departments
- PU - Insurance
- PU - Payment Bonds
- PU - Performance Bonds
- PU - Renewal Documents

Dates:

From: / / To: / /

Buttons: Today, Today

Keywords:

Contract # = [] And

Vendor # = [] And

Vendor Name = [] And

Department Name = [] And

Department # = [] And

Bid # = [] And

Buttons: Find, Text Search, Note Search, Clear Keywords, Clear All



Managing Records in

E-MAIL

The Challenge:



Fastest Growing Record Repository

- 160 e-mails sent and received by the average employee, 30% increase in growth per year. -Gartner, PriceWaterhouseCooper



Supporting Documentation for Decision Making

- Morgan Stanley ordered to pay \$850 Million in punitive damages for failing to produce relevant emails.



Default Method of Performing Processes

- Over 70% of the end-users surveyed say email impacts positively on their productivity. -Datamonitor/Dimension Data

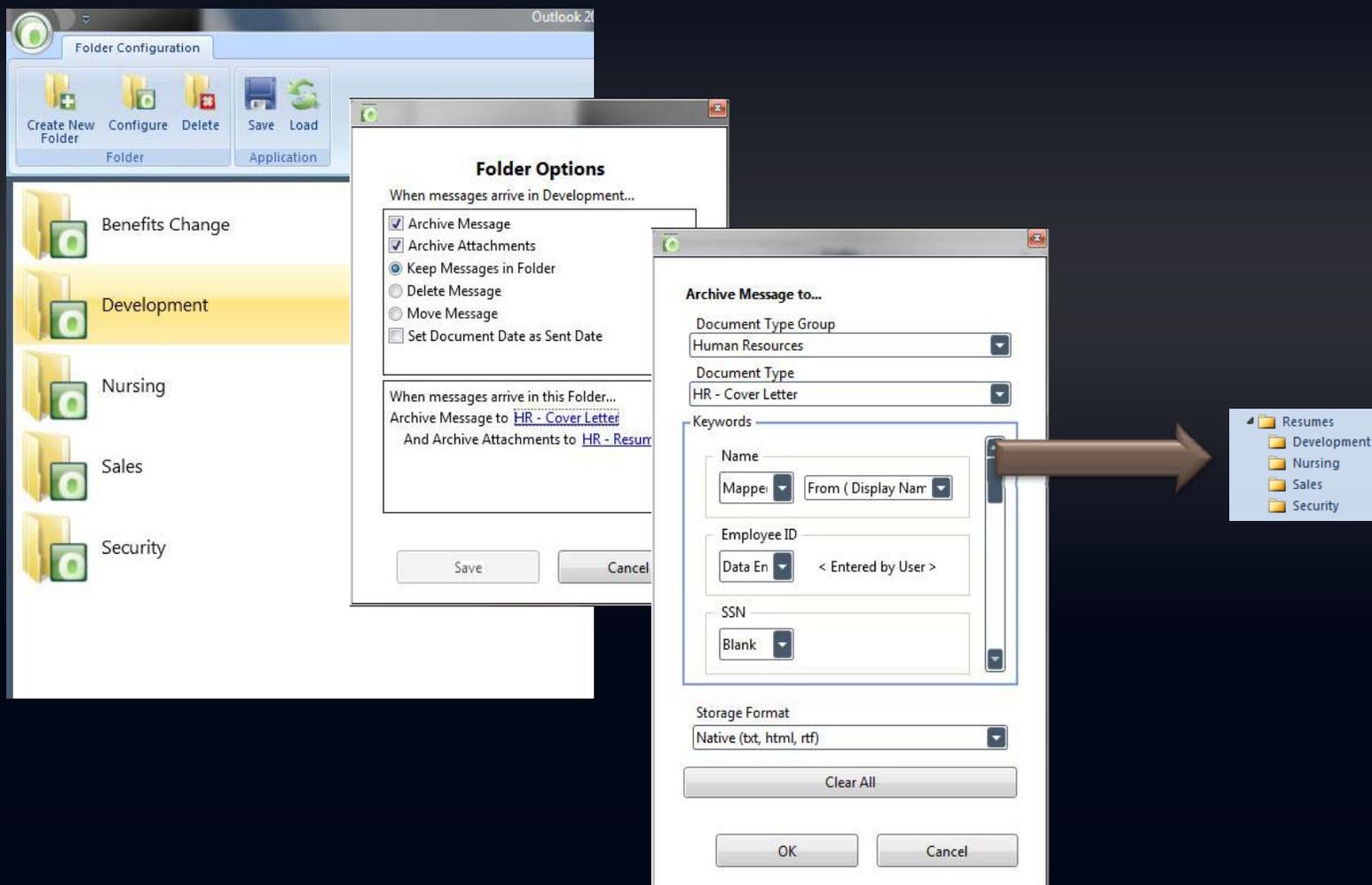
Perspectives:

“Email records less than 180 days may be managed on live e-mail system and deleted,” otherwise **print or electronically archive.** - NARA

“Many lawyers now refer to e-mail as ‘**evidence mail.**’” –CPA Journal

“IT departments rely on backup copies... **not an efficient or acceptable** way to manage important e-mail records” – SC Dept of Archives

The Solution:



The image displays a screenshot of the Outlook 2010 interface, illustrating the configuration of an enterprise content management solution. The main window shows the "Folder Configuration" pane with a list of folders: Benefits Change, Development, Nursing, Sales, and Security. The "Development" folder is selected.

Overlaid on the main window are three dialog boxes:

- Folder Options:** This dialog is open for the "Development" folder. Under "When messages arrive in this Folder...", the "Archive Message to" is set to "HR - Cover Letter" and "Archive Attachments to" is set to "HR - Resumes".
- Archive Message to...:** This dialog is open for the "HR - Cover Letter" document type. It shows the "Document Type Group" as "Human Resources" and the "Document Type" as "HR - Cover Letter". The "Keywords" section includes fields for Name (Mapper), Employee ID (Data En), and SSN (Blank). The "Storage Format" is set to "Native (txt, html, rtf)".
- Folder List:** A small inset shows a folder tree with "Resumes" expanded, containing sub-folders for "Development", "Nursing", "Sales", and "Security". An arrow points from the "Keywords" list in the "Archive Message to..." dialog to this folder list.

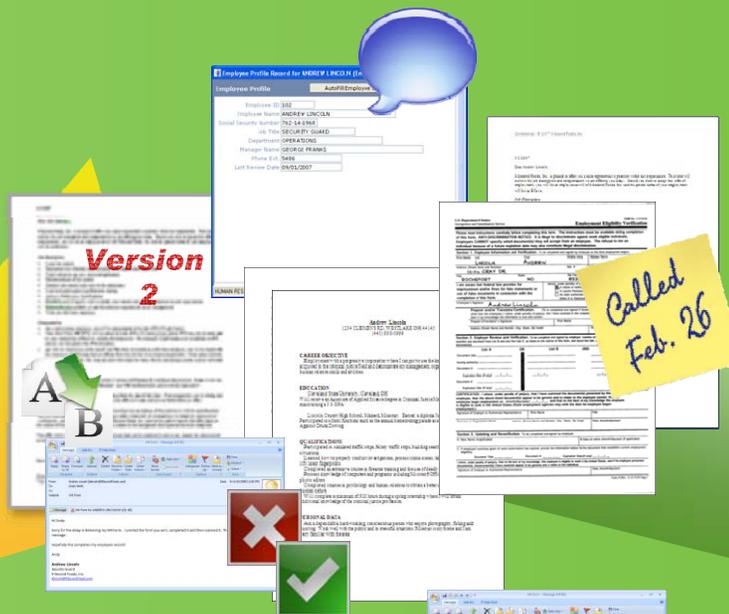


OnBase

Custom Queries	Document Retrieval	Envelopes	File Cabinets	Retrieve by Document Handle	Document	Upload	Workflow	Client	Help	Forms	Upload from File	Create
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OnBase

OnBase
a Hyland Software solution



Version 2

Called Feb. 26



Inbox - csmith@9secondfoods.com - Microsoft Outlook

File Home Send / Receive Folder View OnBase

New E-mail New Items Ignore Clean Up Delete Reply Reply All Forward Meeting Development To Manager Team E-mail Move Rules Unread / Read Categorize Follow Up Find a Contact Address Book Filter E-mail Send/Receive All Folders Send/Receive

Search: Inbox (Ctrl+E)

From	Subject	Received	Size
onbase@9secondfoods.c...	Invoice #4330 is awaiting your review	Fri 7/15/2011 11:44 AM	180 KB
onbase@9secondfoods.c...	Invoice #1330 is awaiting your review	Fri 7/15/2011 11:42 AM	185 KB
onbase@9secondfoods.c...	There is a High Value Invoice in your queue.	Fri 7/15/2011 9:03 AM	5 KB
onbase@9secondfoods.c...	There is a High Value Invoice in your queue.	Fri 7/15/2011 9:03 AM	5 KB
Henny Radcliffe	RE: Offer Letter for Jason Knight; Medical Records Manager	Thu 7/14/2011 11:22 AM	8 KB
Henny Radcliffe	Offer to join 9-Second Foods HR Department	Thu 7/14/2011 11:19 AM	7 KB
onbase@9secondfoods.c...	SAM HASTINGS, DEVELOPER: Please make a hire or no hire de...	Wed 6/1/2011 2:24 PM	7 KB
onbase@9secondfoods.c...	MAX BENSON, SALES MANAGER: Please make a hire or no hire...	Tue 5/17/2011 12:38 PM	7 KB
Sam Hastings	I-9 Form from Sam Hastings	Tue 4/14/2009 2:05 PM	108 KB
Max Benson	RE: Employment with 9-Second Foods	Fri 4/10/2009 12:41 PM	10 KB
Mary Nelson	RE: Edward Stitt - Reference	Fri 4/10/2009 12:39 PM	9 KB
Andrew Lincoln	W4 Form	Fri 4/10/2009 12:30 PM	238 KB
Edward Stitt	Edward Stitt - Nurse Candidate	Mon 4/6/2009 7:09 PM	34 KB
Jane Harper	Legal Name Change	Mon 4/6/2009 6:22 PM	7 KB
Sam Hastings	RE: Employment Offer from 9-Second Foods	Mon 4/6/2009 5:48 PM	235 KB
Jane Harper	I-9 Form for Jane Harper	Mon 4/6/2009 4:55 PM	180 KB
OnBase Distribution Serv...	Employee Record Exception - Workflow Notification	Fri 3/27/2009 10:50 AM	30 KB
Andrew Lincoln	RE: 401(k) Election Changes	Thu 3/26/2009 12:56 PM	11 KB
Mary Nelson	RE: 401(k) Election Changes	Thu 3/26/2009 12:48 PM	30 KB
Andrew Lincoln	Sam is a great candidate!	Thu 3/26/2009 12:35 PM	8 KB
Sam Hastings	Job Opportunity with 9-Second Foods	Thu 3/26/2009 12:28 PM	119 KB

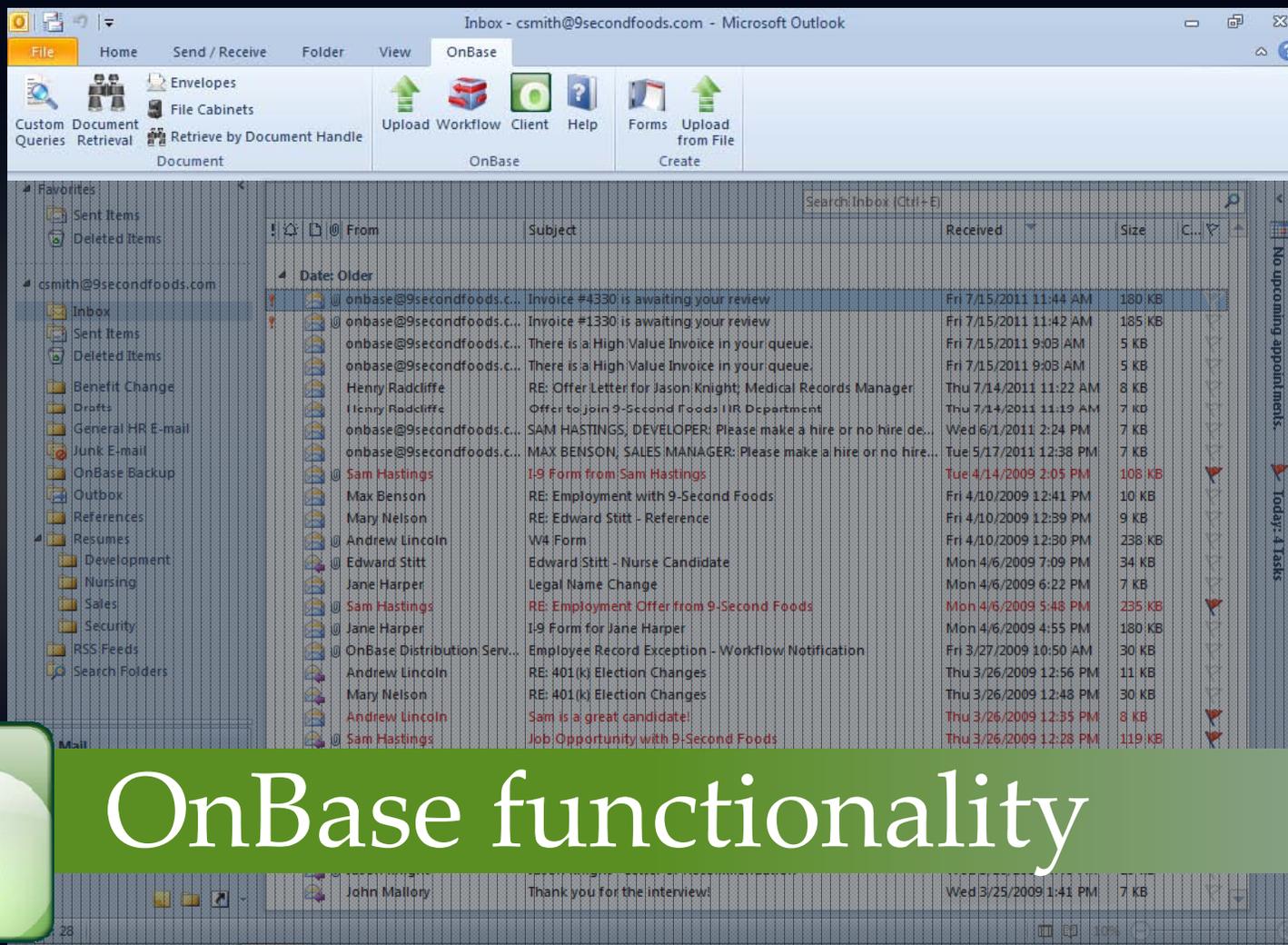
Mail

John Mallory: Thank you for the interview! Wed 3/25/2009 1:41 PM 7 KB

28



Outlook functionality



Inbox - csmith@9secondfoods.com - Microsoft Outlook

File Home Send / Receive Folder View OnBase

Custom Document Envelopes
Queries Retrieval File Cabinets
Retrieve by Document Handle

Upload Workflow Client Help Forms Upload from File Create

Search: Inbox (Ctrl+E)

From	Subject	Received	Size
onbase@9secondfoods.c...	Invoice #4330 is awaiting your review	Fri 7/15/2011 11:44 AM	180 KB
onbase@9secondfoods.c...	Invoice #1330 is awaiting your review	Fri 7/15/2011 11:42 AM	185 KB
onbase@9secondfoods.c...	There is a High Value Invoice in your queue.	Fri 7/15/2011 9:03 AM	5 KB
onbase@9secondfoods.c...	There is a High Value Invoice in your queue.	Fri 7/15/2011 9:03 AM	5 KB
Henry Radcliffe	RE: Offer Letter for Jason Knight; Medical Records Manager	Thu 7/14/2011 11:22 AM	8 KB
Henry Radcliffe	Offer to join 9-Second Foods HR Department	Thu 7/14/2011 11:19 AM	7 KB
onbase@9secondfoods.c...	SAM HASTINGS, DEVELOPER: Please make a hire or no hire de...	Wed 6/1/2011 2:24 PM	7 KB
onbase@9secondfoods.c...	MAX BENSON, SALES MANAGER: Please make a hire or no hire...	Tue 5/17/2011 12:38 PM	7 KB
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Sam Hastings	RE: Employment Offer from 9-Second Foods	Mon 4/6/2009 5:48 PM	235 KB
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OnBase Distribution Serv...	Employee Record Exception - Workflow Notification	Fri 3/27/2009 10:50 AM	30 KB
Andrew Lincoln	RE: 401(k) Election Changes	Thu 3/26/2009 12:56 PM	11 KB
Mary Nelson	RE: 401(k) Election Changes	Thu 3/26/2009 12:48 PM	30 KB
Andrew Lincoln	Sam is a great candidate!	Thu 3/26/2009 12:35 PM	8 KB
Sam Hastings	Job Opportunity with 9-Second Foods	Thu 3/26/2009 12:28 PM	119 KB

Mail

John Mallory Thank you for the interview! Wed 3/25/2009 1:41 PM 7 KB

28



OnBase functionality

File Home Send / Receive Folder View OnBase

Save As
Save Attachments

Info

Outlook Integration Configuration

Open

Print

Help

Options

Exit

Button Configuration

- Enable Upload Button
- Enable Launch Client Button
- Enable Retrieval Button
- Enable Workflow Button
- Enable Help Button

User Options

User Options

General

Document

Document Upload

Imaging

Retrieval Date Options

Revision Control

General Options

- Confirm Exit/Logoff
- Automatically display document viewer with search results
- Save Window Size
- Notify on New Mail

Internal Mail Refresh Rate

Save Cancel

The Impact:

- Optimized Accounts Payable's archival of procurement receipts for 221 accounts
- Consolidated records from 3 locations to 1, reducing time spent on audit preparation
- Indexed values directly from e-mail and employee database, reducing time for data entry and filing to <5 seconds per receipt.



ENTERPRISE CONTENT MANAGEMENT

Respond OnBase Actions Junk E-mail Options Find

From: Lagrone, Lisa Sent: Mon 8/6/2012 12:39 PM
To: SmartPCard2
Cc:
Subject: FW: Scan from Xerox WorkCentre

Message Scan001.TIF (499 KB)

Lisa LaGrone
Galveston (✉)
1922 Sealy
(409) 766-2
(409) 770-6

Please open
Sent by: Gu
TIFF
WorkCentre
Device Name: CO1XER

Select Attachments for Import

Attachment - Scan001.TIF

Cancel Clear Selection Select All OK

Import Document
Message (TXT) - FW: Scan from Xerox WorkCentre

Attachments...

Document Type Group
<All>

Document Type

File Type
Text Report Format

Document Date
9/4/2012

Keywords

Upload Cancel

Skip



ENTERPRISE CONTENT MANAGEMENT

File name: Scan001.TIF
 Size: 499 KB
 Image dimensions: 1704 x 2192
 Last changed: Monday, August 06, 2012

Message | Scan001.TIF (499 KB)

Page 1 of 1

Office DEPOT *** PACKING LIST ***

OFFICE DEPOT
 1-800-GO-DEPOT
 2220 NORTH HWY 360
 GRAND PRAIRIE TX 75050

Order Number 618832736-001

Order Summary

<p><i>Shipping Address</i></p> <p>00047 PCT 1 - CONSTABLE 1922 SEALY ST GALVESTON TX 77550-2343</p>	<p><i>Customer Information</i></p> <p>Customer#: 88088703 Contact: DON CHERRY Phone#: 409-766-2240</p>
--	--

<i>Comments</i>	<i>Carton Counts</i>	<i>Additional Information</i>
	Repack / Split Case 1 Full Case 0 Bulk 0 Total 1	PO # 2231 Route/Stop/Door: 0775/000/019 Order Date: 30-Jul-2012 Delivery Date: 31-Jul-2012

Item Details									
Line	Quantity			Item Number Mfg Code Customer Code	Description	Units	Unit Price	Total	Carton ID
	Ordered	Shipped	Back Ordered						
1	1	1	0	752994 95075	PAD,PERF 8.5X14,RULED,12PK,WHT	PACK	19.790	19.79	28766301

Import Document

Attachment - Scan001.TIF

Document Type Group
Auditor

Document Type
AO - PCard Receipt

File Type
Image File Format

Document Date
9/5/2012

Keywords

Last 4 digits
0043

First Name
DONALD

Last Name
CHERRY

Department #
223000

Department Name
CONSTABLE PRECINCT 1

Department Code
CP1

PCard Type

Upload Cancel

Skip

Apply to all attachments



Managing Records in

LINE OF BUSINESS APPLICATIONS

The Challenge:



Difficult to Constrain / Grant Access



Indexing Functionality Limited to Systems



Records Management Not the Primary Focus

Perspectives:

“Difficult to switch from one system to the other for finding information”

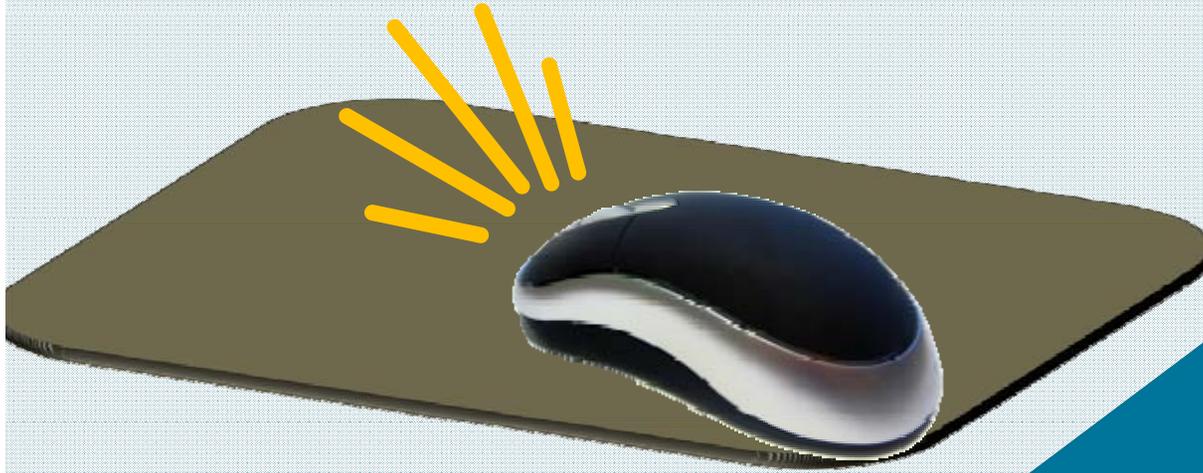
Users simply double-click in their familiar application to bring up related documents and content.

“IT departments rely on backup copies... **not** an **efficient** or **acceptable** way to manage important e-mail records” – SC Dept of Archives



Application Users

Ease of Access



Mouse Click

Keyboard Event



Enterprise ERP for Windows

File My Favorites Vendors Purchasing Accounts Payable Worklist Reporting Tools General Ledger About Help

Invoice Requisition Purchase Order

Style: Regular **Entry Status:** Open
Unit: 95165 **Voucher ID:** n/a **Department:** Operations **Budget Status:** Valid **Post Status:** Posted

Copy from a Source Document

P.O. Number: 989

Worksheet Copy Options:

Vendor

Vendor ID: 142

Name: Computers Are Us

Address:

12345 Lincoln Blvd. #225
Lincoln, NE 56203

Invoice

Invoice Number: 1440

Invoice Date: 04/07/2008

Payment Terms: Due Now

Subtotal: \$925.00

Misc Amount: \$0.00

Freight Amount: \$34.00

Sales Tax: \$0.00

Total: \$959.00

Accounting Date:

Balance: 0.00

Windows Applications

Invoice - Microsoft Internet Explorer provided by Hyland Software, Inc

http://127.0.0.1/EnterpriseERP/invoice.asp

Enterprise ERP

Home Help Log Out

Invoice Requisition PO

Style: Regular	Entry Status: Open			
Unit: 45488	Voucher ID: n/a	Department: Sales	Budget Status: Valid	Post Status: Posted

Copy from a Source Document

Purchase Order: Worksheet Copy Options:

Vendor	Invoice
Vendor Number: <input type="text" value="123"/>	Invoice Number: <input type="text" value="2440"/>
Name: <input type="text" value="Office Supply Warehouse"/>	Invoice Date: <input type="text" value="4/7/2008"/> Accounting Date: <input type="text"/>
Address: 8879 Blue Street Denver, CO 80002	Payment Terms: <input type="text" value="Due Now"/>
	Subtotal: <input type="text" value="\$500.00"/>

HTML Applications

Enterprise ERP Terminal

INVOICE

Style:	Regular	Entry Status:	Open	Department:	Operations
Unit:	98732	Voucher ID:	n/a	Budget Status:	Valid
				Post Status:	Unposted

P.O. Number: 881 Invoice Number: 1330

Invoice Date: 03/03/2008

Vendor ID: 142 Payment Terms: Due Now

Name: Computers Are Us Subtotal: \$904.60

Address: 12345 Lincoln Blvd. #225
Lincoln, NE 56203 Misc Amount: \$0.00

Freight Amount: \$47.70

Sales Tax: \$0.00

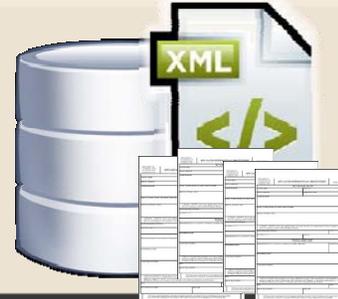
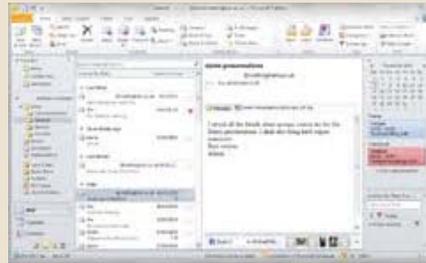
Total: \$952.30

Text Applications

F1 - Home

- Quit

Input



Access

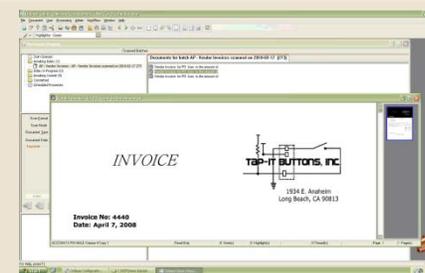
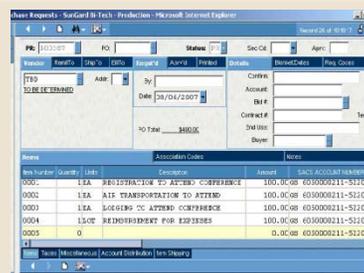
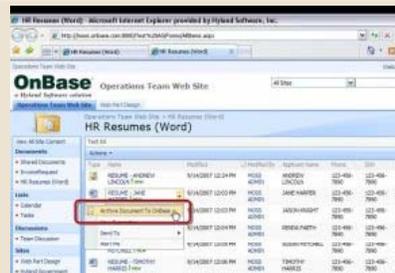
HR
Medical
Leave

PU
Purchase
Orders

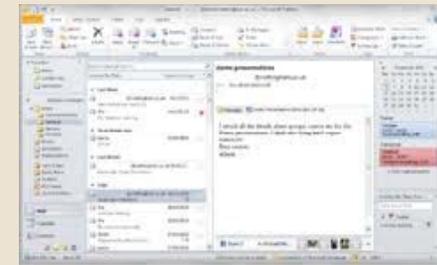
FA
PW
Form

AO
CAFR

Method



Output





ENTERPRISE CONTENT MANAGEMENT

Facilities
Application



Facilities



HR



Operations

Operations
Application

0101110
1001011

0101110
1001011

0101110
1001011

0101110
1001011



Accounting



OnBase[®]

a Hyland Software solution



Service

Prevent Application Silos

ERP

Benefits of Application Enabler

- Increases user productivity
- Improves data accuracy & reduces data entry
- Expedites and improves decision making
- Reduces need for training
- Minimizes integration costs



Return on Investment

Task	Before	After	Savings
Printing Document	30 seconds	-	30
Re-scanning Document	30 seconds	-	0
Filing	60 seconds	60 seconds	0
Indexing	30 seconds	5 seconds	25
Data Entry	120 seconds	-	120
Filing Form	60 seconds	30 seconds	60
Total			915

Processes
Contract Approval Request
Time Sheets
Financial Assistance Program

at 10 Documents /day
Dept Savings: 50 Hours / Mo

HOW AND WHERE ?

AP Processes, HR Processes
Sheriff, Medical Examiner and DA,
Community Development ,Mobile
technologies

IMPACT

Moved from 6 systems to support to one
Single records system eliminate
duplicates
Share information in single, secure
repository

KEY STORIES

State of South Carolina
Cobb County, GA



HORIZONTAL

impact

HOW AND WHERE ?

High volume processes, eliminate creation of paper, agenda management

IMPACT

\$12m in savings in 6 months with automated processing

Central solution saved \$7m in 18 months

Reduced storage costs saved \$175K annually

Reduced cost of agenda creation from \$44K per year to \$6K per year

KEY STORIES

State of PA Treasury

State of South Carolina

Allegheny County Register of Wills

Colorado Housing and Finance Authority

Coconino County, AZ



COST

cutting & savings

HOW AND WHERE ?

Large departments, countywide,
department expansions

IMPACT

30 minutes to integrate

90 days to design and ingest 230,000
documents

1000 documents scanned in one hour,
staff trained in 30 minutes

300,000 workflow transactions per
month and 9000 transactions per hour

KEY STORIES

State of Arizona DES

Horry County, SC

Marion County, IN

State of PA Treasury

State of Virginia DMV



Scalability

Rapid Deployment &

integration



Managing Records in

SHARED DRIVES

The Challenge:



Lead to Shared Drive Sprawl / Unsustainable



Restrictions Limited to Folders Not Documents



Unmanaged and Unintegrated



ENTERPRISE CONTENT MANAGEMENT

AC

AC

AO

Galveston County Enterprise Taxonomy

1 of 3

Division

Division

Accounts Payable

Accounts Payable

Accounts Payable

AC

AC

AO

Division	Document Types	Primary Keyword(s)	Keywords (Required in Red)	Indexing / Retrieval				Storage		Origin	Source	Taxonomy / Classification		Dept	Access	Grow	Reference	Val			
				IFAS	DocuShar	Shared Email	File	DirBase	Internal	External	Paper	Electronic	AS	Record Series Number	Record Series	Relat	Owner	Contributo	Non-Dept-Ent-Dept-Ent-All	Doc Type (Keyword)	Print (pp / mo)
	Invoices	Invoice #, PEID	PO#, Vendor Name, Department #, Department Name Invoice Date, Invoice Amount, Building Code*	X	X	X				X	X	X	GR1025-26	Accounts Payable and Disbursement Records	FE-3	AO					
	99s Credit Invoices	PEID	Vendor Name, Receive Date PO#, Vendor Name, Department #, Department Name, Invoice Date, #, Department Name, Amount, Month, Year	X		X				X	X	X	GR1025-26	Accounts Payable and Disbursement	FE-3	AO		X			
	Pcard Receipts	Last 4 Digits	PEID, Vendor Name, Invoice #, Amount, Check Date		X	X	X			X			GR1075-03	Purchase Order and Receipt Records	FE-3	AO		X			
	Voided Checks	Check #	PEID, Vendor Name, Invoice #, Amount, Check Date		X					X	X		GR1025-26	Accounts Payable and Disbursement	FE-3	AO		X			
	Correspondence (Payment Processing) Check Run Packet	PEID, Invoice #	Vendor Name			X				X	X		GR1025-26	Accounts Payable and Disbursement	FE-3	AO		X			
	Batch Distributions	Check Date	-			X	X	X			X		GR1025-26	Accounts Payable and Disbursement	FE-3	AO		X			
	Balancing Packet	Job #	Distribution Date, Check Date			X	X				X		GR1025-26	Accounts Payable and Disbursement	FE-3	AO		X			
	1099s Repetitive Payment	Check Date	-			X	X	X			X		GR1025-26	Accounts Payable and Disbursement	FE-3	AO		X			
	Vendor Statements	PEID	Vendor name, Year Vendor name, Department #, Department Name, PO#			X		X		X	X	X	GR1025-26	Accounts Payable and Disbursement	FE-3	AO		X			
	Check Copies	PEID	Vendor Name			X		X		X	X		GR1025-26	Accounts Payable and Disbursement	FE-3	AO		X			
	Void Check Distribution	Check Date	PEID, Vendor Name, Invoice #, Amount, Check Date		X	X				X	X		GR1025-26	Accounts Payable and Disbursement	FE-3	AO		X			
	Manuals, Policies and Account Statement	Check Date	PEID, Vendor Name, Invoice #, Amount, Check Date		X	X					X		GR1025-25	Accounting Policies and Procedures	FE-3	AO		X			
	Cost Allocation	Title	Date, Revisions			X	X			X			GR1025-29	Cost Allocation and Distribution Records	FE-3			X			
	Pcard Email	Month, Year, Amount	Month, Year, Amount		X					X	X		GR1025-29	Cost Allocation and Distribution Records	FE-3			X			
	Tax Liens and Levies	Month, Year, Amount	Month, Year, Amount		X					X	X		GR1075-03	Purchase Order and Receipt Records	FE-3	AO		X			
		First Name, Last Name, Department #, Department Name, Amount,	First Name, Last Name, Department #, Department Name, Amount,		X					X	X		GR1025-25	Accounts Payable and Disbursement	FE-3	AO		X			

		Indexing / Retrieval	Storage	Origin	Source Format
Division	Document Types	Primary Keyword(s)	Keywords (Required in Red)	IFAS DocuShare Shared Drive Email File Cabinets OnBase Internal External Paper Email Electronic	IFAS
Deposit Warrants	Deposit Warrants	Deposit Warrant #	Type (Regular & JP), Department Name, Department #, Bank Date, Batch ID, Job #	X X X X X	X X X X X
	Deposit Slips	Account #	Amount, Bank Date	X X X	X X X X X
	Deposit Supporting Documents	Deposit Warrant #	Type (Regular & JP), Department Name, Department #, Bank Date, Batch ID, Job #	X X X X X	X X X X X
	EFTs	EFT #	Amount, Bank Date, From Account, To Account, JEID, Job #	X X X X X	X X
	EFT Supporting Documents	EFT #	Amount, Bank Date, From Account, To Account, JEID, Job #	X X X X X	X X
	Stop Payments *	Account #	Check #, Check Date, PEID, Vendor Name, Amount	X X X	X X



ENTERPRISE CONTENT MANAGEMENT

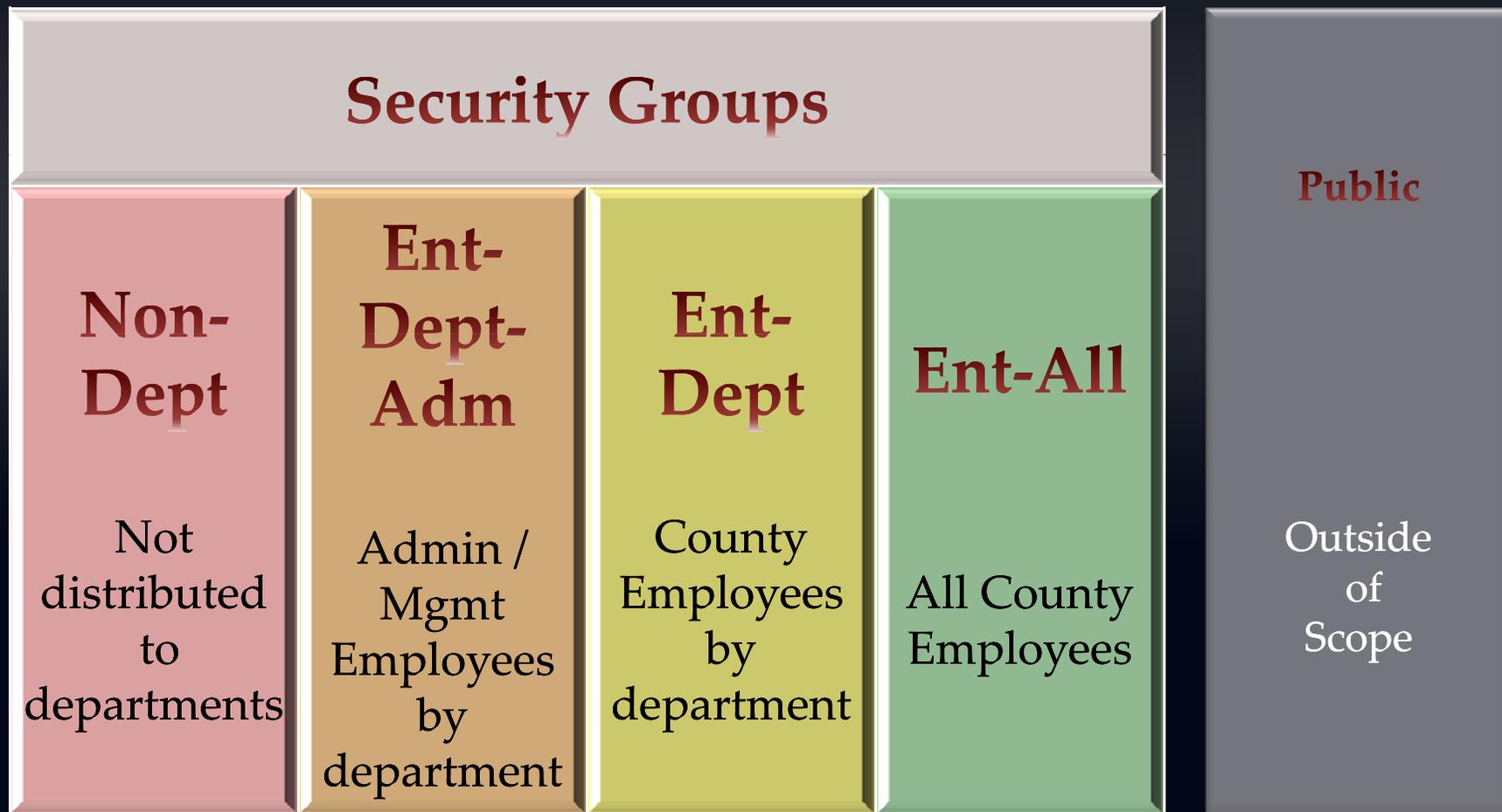
		Taxonomy / Classification		Dept	Access Group	X-Reference	Vol
Division	Document Types	Record Series Number	Record Series	Retention Owner Contributors	Non-Dept Ent-Dept-Adm Ent-Dept Ent-All	Doc Type (Keyword)	Print (pp / mo) Disk (pp / mo)
Deposit Warrants	Deposit Warrants	GR1025-28	Banking Records	FE+5 TR AO	X		
	Deposit Slips	GR1025-28	Banking Records	FE+5 TR AO	X		
	Deposit Supporting Documents	GR1025-28	Banking Records	FE+5 TR AO	X		
	EFTs	GR1025-28	Banking Records	FE+5 TR AO	X		
	EFT Supporting Documents	GR1025-28	Banking Records	FE+5 TR AO	X		
	Stop Payments *	GR1025-28	Banking Records	FE+5 TR AO	X		

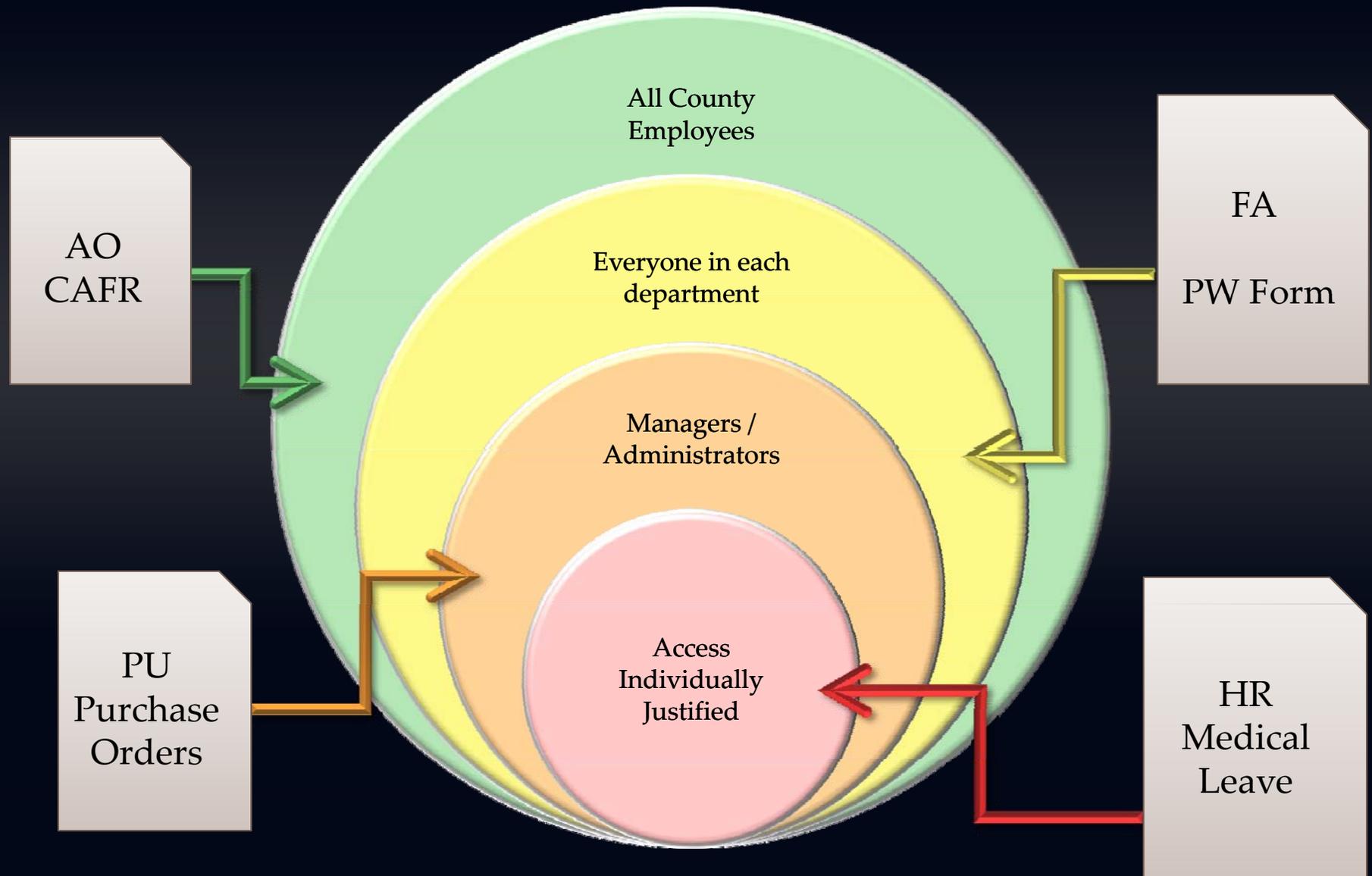
Access to Records *should be...*



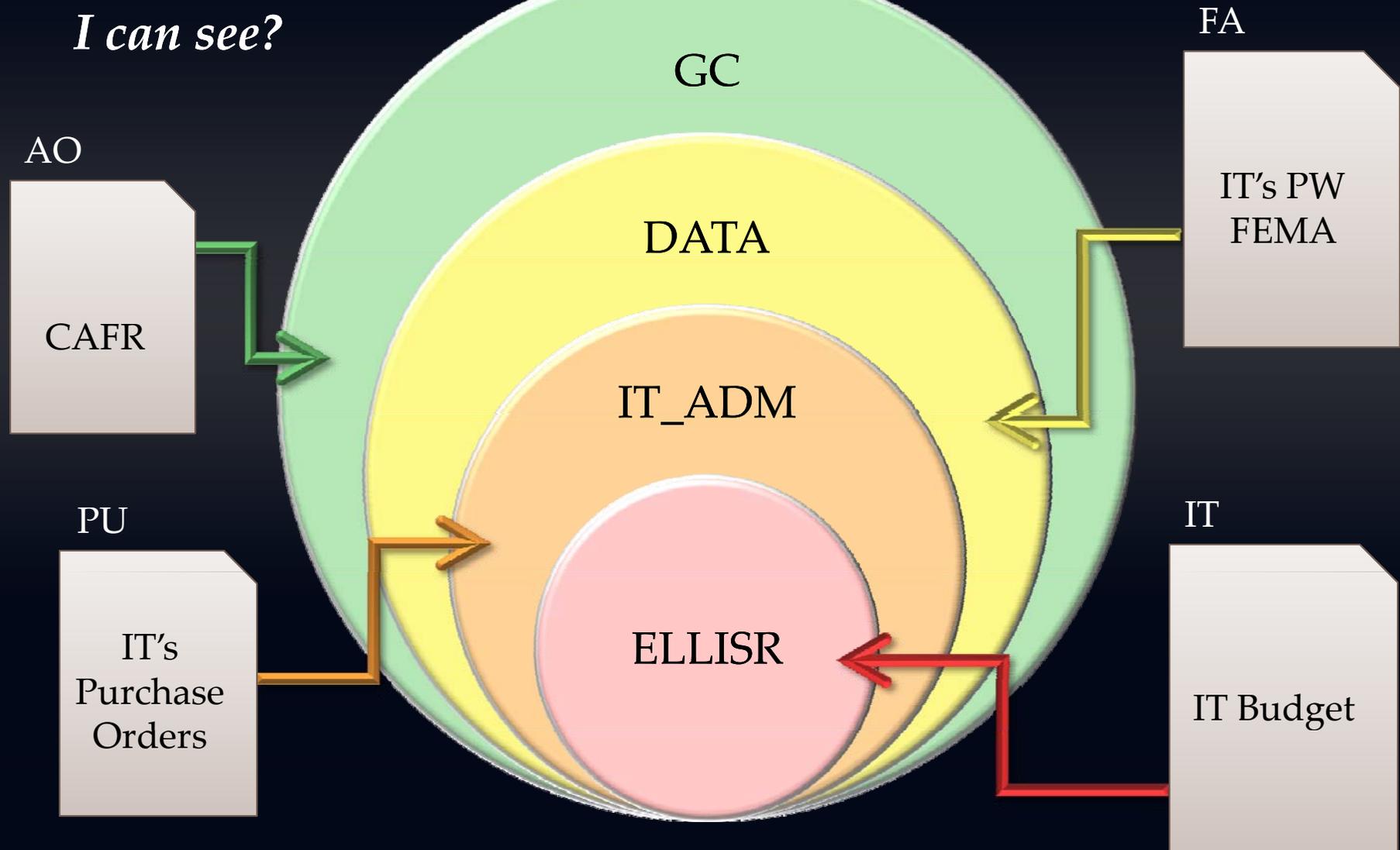
- *Two people in the same role should have access to the same records*
- *Department heads, Records Governance Committee members, and managers should be able to quickly understand who can access what*
- *Granting access to records should be as automated and integrated as possible*

Records Governance Committee's Enterprise Records Categories





*Who owns what
I can see?*



Who decides what I can see?

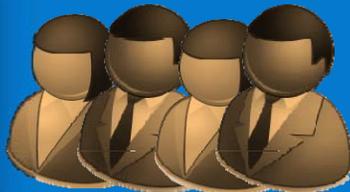
Each Non-Elected Department



Records Management Liaison

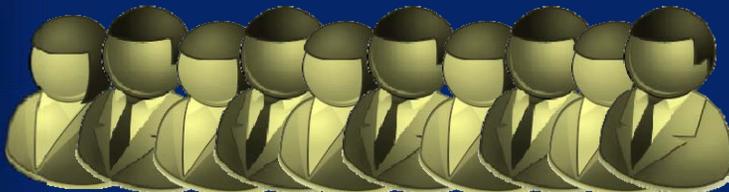
1. Who should access the records my department owns?
2. Who in my department should access others' records my department needs access to?

- OnBase
- SharePoint



Management / Administrative

- IFAS (usually some level of access)
- OnBase (Access to all enterprise records shared with department)
- SharePoint (Primary contributors)



Other Employees

- SharePoint (viewers)
- OnBase (some records)

OnBase

Doc Type Group

Contract Records

Document

Form

Document

Contract Access Group

Name	Type	Description
A E Gene Holt	User	Account for A E Gene Holt, ID# 337572364
Aario		
Aario		
Adar		
Agam Kinder	User	Account for Agam Kinder, ID# 341148663
Agnes Nohad	User	Account for Agnes Nohad, ID# 350461364
Alanson Moore	User	Account for Alanson Moore, ID# 383929925
Albert D Kelley	User	Account for Albert D Kelley, ID# 340666275
Allan Nielsen	User	Account for Allan Nielsen, ID# 350287513
Andrew Kendall	User	Account for Andrew Kendall, ID# 375991900
Andrew Kennedy	User	Account for Andrew Kennedy, ID# 3760542...
Ann L Mullett	User	Account for Ann L Mullett, ID# 349215297
Ann L Nathman	User	Account for Ann L Nathman, ID# 349618490
Ann M Myhrvold	User	Account for Ann M Myhrvold, ID# 349492063
Anton Hempstead	User	Account for Anton Hempstead, ID# 371511...
Armond Olson	User	Account for Armond Olson, ID# 351143410

Screen

Table

Contract Data

Screen

Module





ENTERPRISE CONTENT MANAGEMENT



ClickOnce Deployment



Return on Investment

Task	Before	After	Savings
Filing	60 seconds	60 seconds	0
Indexing	30 seconds	5 seconds	25
Retrieval	2 minutes	15 seconds	105
		Total	130

Processes
Administrative Records
Financial Records
Departmental Documents
Tax Records

at 50 Documents /day
Dept Savings: 36 Hours / Mo

WHERE ?

Finance and accounting processes, Human services, Vital Records, Courts

IMPACT

Invoice processing from 2 weeks to 2 days

Eligibility determination decisions times reduced by 5 business days or 50%

Member processes went from 3 weeks/month to 8 hours using workflow

Invoice processing from 14 days to 5 days

KEY STORIES

Lee County, FL Clerk of Circuit Courts

Lucas County, OH HHS

Marion County, IN

Houston Police Officers' Pension Fund

Allegheny County, PA



Faster government
COLLABORATION
EFFICIENCY

WHERE ?

Public housing, housing finance authorities

IMPACT

Security limits access to confidential information in compliance with regulation AND reduced processing times from 30 days to 10 days with audit trail

Workflow assures compliance and helps to generate fees

KEY STORIES

Lincoln, NE Housing Authority

Alameda County, CA Housing Authority

MassHousing



ENHANCED Compliance



Managing Records from

PAPER

The Challenge:



Paper Processes Manual – Labor Intensive



Keepers of Convenience Copies Assume Ownership of the Record



Unmanaged and Unintegrated

Printer

Name: IT08XER

Status: \\tprint\CC15XER

Type: \\tprint\CC17XER

\\tprint\CC22XER

\\tprint\DC10XER

\\tprint\DC19XER

Print Range: All

Current

Current

Pages

Subset: IT08XER

Reverse

Page Handling

Copies: 1 Collate

Page Scaling: Fit to Printable Area

Auto-Rotate and Center

Choose paper source by PDF page size

Use custom paper size when needed

Print to file

Advanced Summarize Comments

Properties Help

Comments and Forms: Document and Markups

Preview: Composite

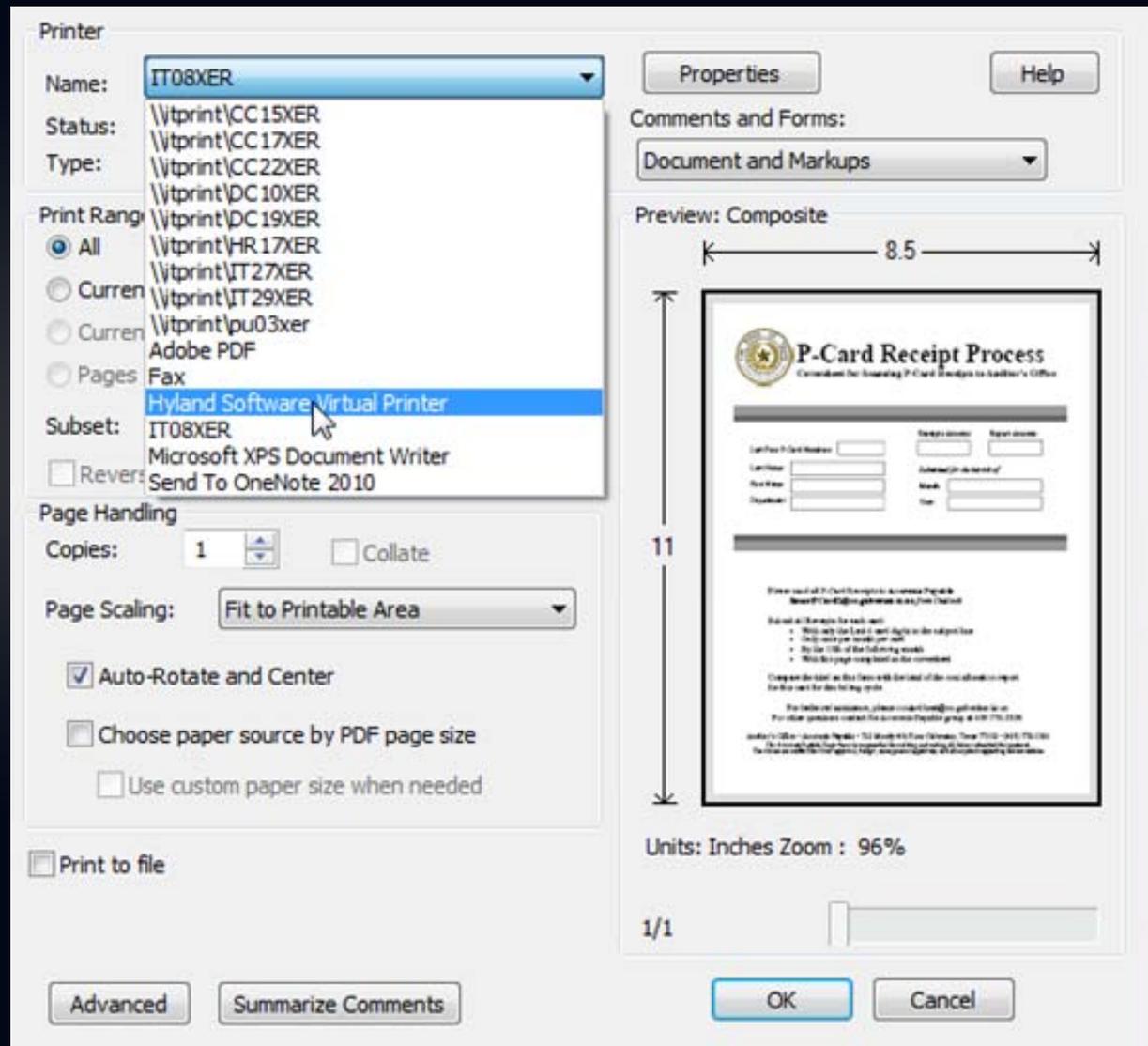
8.5

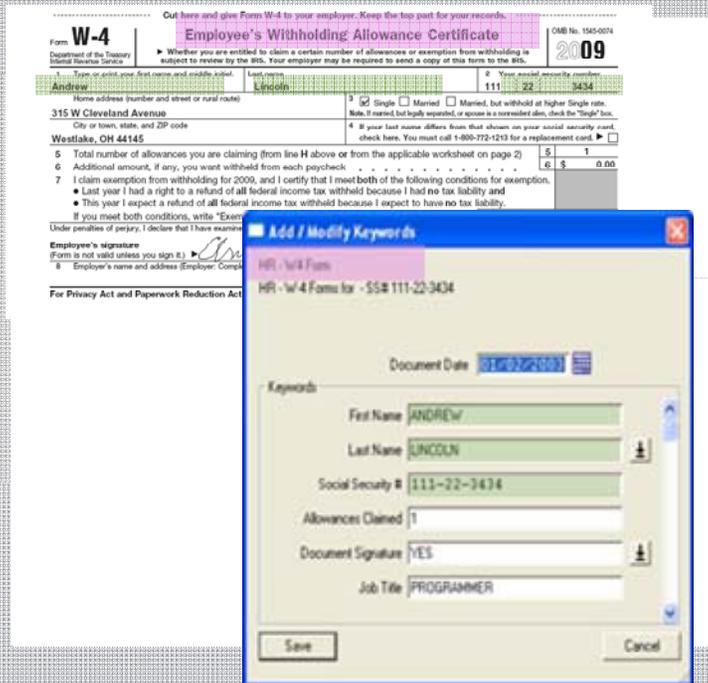
11

Units: Inches Zoom : 96%

1/1

OK Cancel





Form **W-4** Employee's Withholding Allowance Certificate OMB No. 1545-0047
2009

Department of the Treasury
Internal Revenue Service

1 Name (last, first, and middle initial) Andrew Lincoln 2 Your social security number 111-22-3434

3 Home address (number and street or rural route) 315 W Cleveland Avenue
City or town, state, and ZIP code Westlake, OH 44145

4 Single Married Married, but withhold at higher Single rate.

5 Total number of allowances you are claiming from line H above or from the applicable worksheet on page 2) 5 1

6 Additional amount, if any, you want withheld from each paycheck 6. \$ 0.00

7 I claim exemption from withholding for 2009, and I certify that I meet both of the following conditions for exemption:
• Last year I had a right to a refund of all federal income tax withheld because I had no tax liability and
• This year I expect a refund of all federal income tax withheld because I expect to have no tax liability.

8 If your last name differs from that shown on your social security card, check here. You must call 1-800-772-1213 for a replacement card.

9 Under penalties of perjury, I declare that I have examined this Form (and any accompanying information) and to the best of my knowledge and belief, it is true and correct.

10 Employee's signature (Form is not valid unless you sign it.) [Signature]

11 Employer's name and address (Employer's completion)

For Privacy Act and Paperwork Reduction Act

Add / Modify Keywords

HR - W4 Form
HR - W4 Forms for - SS# 111-22-3434

Document Date 01/02/2009

Keywords:

First Name ANDREW

Last Name LINCOLN

Social Security # 111-22-3434

Allowances Claimed 1

Document Signature YES

Job Title PROGRAMMER

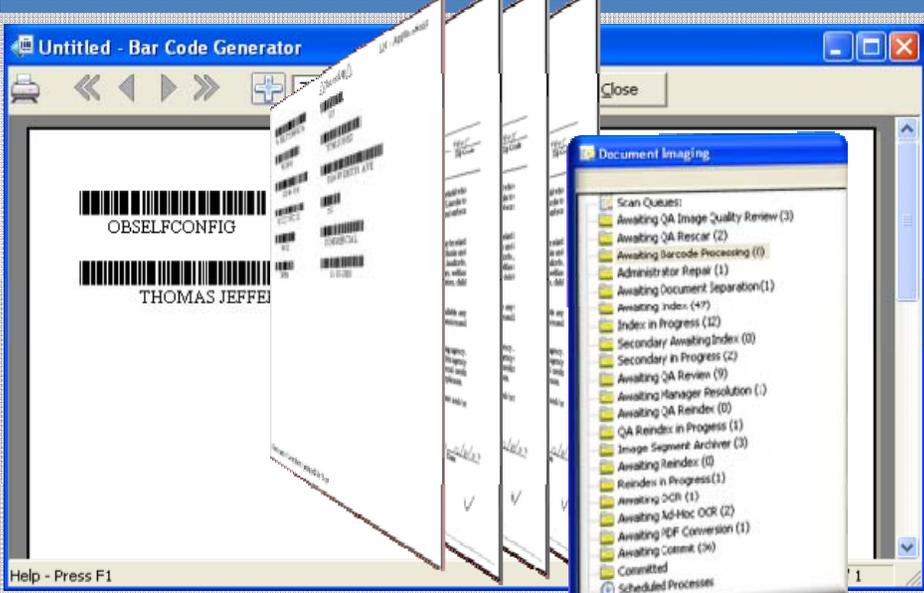
Save Cancel

How it works:

- Identify keyword areas on a document to index
- Map those areas to keyword types to be used for retrieval and retention
- System reads those fields and stores their values upon scanning

Automated Indexing

Imaging / Scanning



How it works:

- Use bar codes to easily classify documents during scanning
- Eliminates the need for sorting before scanning and duplicate data entry

Bar Code Scanning

Imaging / Scanning

The Impact:

- Imaged 20,000+ pages of Bid Management and Proposal Records from envelopes, binders, files, and packets into our secure ECM repository in less than 4 months
- Enabled financial records retrieval for Contract Management data screens by integrating automated retrieval directly through our ERP system IFAS.

POUPPR - Purchase Requests - SunGard Bi-Tech - ifastest - Windows Internet Explorer

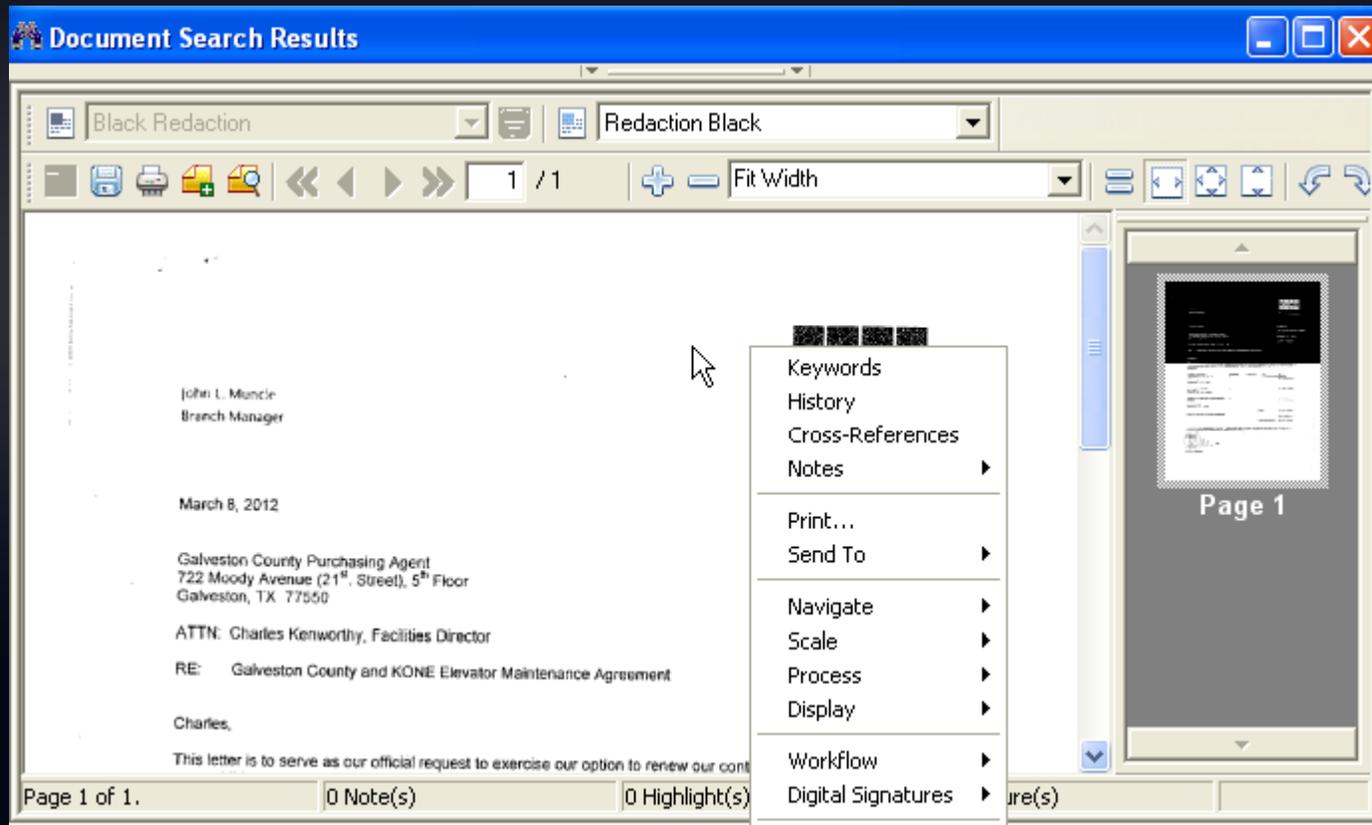
PR: 304540 PO: 85 Status: CA Sec Cd: CPT1 Aprv: DHCO Next:

Vendor	RemitTo	ShipTo	BillTo	Reqst'd	Aprv'd	Printed	Details	Blanket/Dates	Req. Codes	Misc.
702537 Invalid ID 1729 H STREET NW	Addr: PA			By: JANE CHERRY X533 Date: 01/06/2003			Confirm: <input type="text"/> Account: <input type="text"/> Bid #: <input type="text"/> Contract #: CM12132 End Use: CANCEL Buyer: <input type="text"/>			PO Type: P Terms: <input type="text"/>
WASHINGTON	DC	20006-3938		PO Total: \$29.95						

Item Num	Quantity	Units	Description	Amount	Fully Qualified Account
0001	1	EA	SUBSCRIPTION RENEWAL	29.95	GL 1101127100-5310000
0002	0			0.00	GL -

Items Taxes Miscellaneous Account Distribution Item Shipping

Record 1 of 1



Document Search Results

Black Redaction | Redaction Black

1 / 1 | Fit Width

John L. Muncie
Branch Manager

March 8, 2012

Galveston County Purchasing Agent
722 Moody Avenue (21st Street), 5th Floor
Galveston, TX 77550

ATTN: Charles Kenworthy, Facilities Director

RE: Galveston County and KONE Elevator Maintenance Agreement

Charles,

This letter is to serve as our official request to exercise our option to renew our contract.

Page 1 of 1. | 0 Note(s) | 0 Highlight(s) | 0 Signature(s)

- Keywords
- History
- Cross-References
- Notes
- Print...
- Send To
- Navigate
- Scale
- Process
- Display
- Workflow
- Digital Signatures

Page 1



Return on Investment

Task	Before	After	Savings
Filing	60 seconds	60 seconds	0
Indexing	30 seconds	5 seconds	25
Retrieval	2 minutes	15 seconds	105
		Total	130

Processes Applied
Administrative Records
Financial Records
Departmental Documents
Tax Records

at 50 Documents /day
Dept Savings: 36 Hours / Mo

- *HOW AND WHERE ?*
- Human Resources, AP, Finance and Tax
- Human Services, Law Enforcement

IMPACT

Paper flow completely eliminated with electronic workflows

12 cases of paper to 3, saved paper costs paid for OnBase

Eliminated the storage of 50,000 documents/year

Capture 45,000 documents per day into OnBase

KEY STORIES

State of South Carolina

City of Stockton PD

Genesee County, NY

Maricopa County, AZ Superior Court



MOST

paper

WHERE ?

Human services, human resources,
Federal military, public record access

IMPACT

40% caseload increase with the same
staff, saving \$200K/annually in staff costs

Manage a 600% increase in processing by
adding only 30% more staff

Processes reduced from 8 days to 8 hours

Self-service stations provide document
access

KEY STORIES

Carver County, MN

Colorado Springs JPPSO

Canton City, OH School District

Chemung County, NY



More with
LESS



HOW WE DID IT

Government Enterprise IT



Finance
and Admin.
Solutions

Public
Works
Solutions

Health &
Human Svc.
Solutions

Justice and
Public
Safety
Solutions

The Gap

Documents

Automate processes

Data-driven
Departmental Solutions
Day-to-day work

Integrate data and
documents using OnBase

Collaboration
Cross-departmental
Common or Shared

Pilots

- Bid Management
- Contract Management
- Procurement Cards



Administration & Finance

- Purchasing
- Auditor's Office
- Treasurer
- Professional Services
- Human Resources
- Commissioner Court
- Information Technology
- Legal
- Maintenance
- Emergency Management



Constituent Services

- Parks and Senior Services
- Tax Office
- District Clerk
- County Clerk
- Community Services
 - Social Services
 - Child Welfare
- Road & Bridge
- Engineering
- Real Estate Services
- Veteran's Services



Judicial & Law Enforcement

- District Attorney
- County Courts
- District Courts
- Sheriff's Office
- Juvenile Justice
- Adult Probation
- Justice Administration
 - Court Collections
 - Pre-Trial Release
- Justices of the Peace
- Constables



Task	Deliverable	Major Milestone
Requirements and Specifications Gathering	Functional Specifications Document (FSD), Project Plan	Solution Design Approval (eDoc, IT & Departments)
Configuration [Documents, Forms, Workflows]	System Configuration, E-Forms, Workflows, and Integration, as described in Project Plan and FSD	Configuration Acceptance
Conversion and Migration Configuration	DIP Processes configured for Image Migration	Image Migration Acceptance
System and Production Testing	Unit Testing Plan	Unit and Functional Testing Acceptance
User Documentation and Training	User Acceptance Training Materials, Solution Knowledge Transfer Documentation, Basic End User Training	User Acceptance Training Completion
Cut-Over	Go-Live Plan	Go-Live Acceptance

Taxonomy Considerations

Texas Local Government Records Schedules

1. CC: Records of County Clerks
2. DC: Records of District Clerks
3. EL: Records of Elections and Voter Registration
4. **GR: Records Common to All Local Governments**
 - Part 1: Administrative Records*
 - Part 2: Financial Records*
 - Part 3: Personnel and Payroll Records*
 - Part 4: Support Services Records*
 - Part 5: Electronic Data Records*
5. HR: Records of Public Health Agencies
6. JC: Records of Public Junior Colleges
7. LC: Records of Justice and Municipal Courts
8. PS: Records of Public Safety Agencies
9. PW: Records of Public Works and other Government Services
10. SD: Records of Public School Districts
11. TX: Records of Property Taxation
12. UT: Records of Utility Services

1

Request Impact

Legal / Financial Mandate	-
Mission Critical [Process Impeded]	0
Mission Essential [Process Delayed]	1
Existing Process Support	2
Functional Enhancement (Available)	3
Functional Enhancement (Unavailable)	4

Prioritization Matrix



3

Request Response

Scope
x Impact
= Request Priority

Time Required
» Time Available
= Response Priority

2

5	4	3	2	1	Request Scope
Individual	Division/Group	Dept.	Multiple Depts.	County-Wide	

Implementation

- For proactive IT departments, not reactive
 - Business process must be recreated in new system for the users
 - Requires solid training, planned change management , skilled professional services

“Deploying a generic, one size fits all [content] environment will, four times out of ten, fail to gain the kind of adoption needed to make a difference in your organization’s document management landscape”

-CMSWire

Implementation Checklist

- What are the quantifiable top 3-5 objectives of the implementation?
- Does the implementation have a sponsor from senior leadership that will champion the objectives mentioned above?
- Will the implementation be funded out of IT or through the departments or divisions receiving the technology?



Source: CMSWire

11/5/2012

Creating the Roadmap



Business/Context	Content	Users
<p>Understand the business objectives and the organizational structure. Any constraints on time and budget will also have to be considered.</p>	<p>Have a clear understanding of all the content that is to be stored in the system.</p> <ul style="list-style-type: none"> • where all the information is now, • who has access to it, who needs to have access to it, • what it's used for. 	<p>Understand the users of the content,</p> <ul style="list-style-type: none"> • behaviors, • tasks • expectations.

Source: AIM, CMSWire

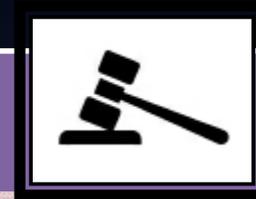
11/5/2012

Building Support



Regulators

Strategic Buy-in



Executors



Tools

Tactical Buy-in



Resources



Departmental Managers

Operational Buy-in



Process Owners

Lessons Learned

- Have new policies approved before implementation to protect investing in ECM.
- Content/Process owners should lead the implementation schedule and requirements.
- Look for ways to share requirements gathering to reduce needed time for department involvement.
- This will disrupt major processes and change the organizational culture – communication must be constant, accurate, inclusive and responsive.



HOW TO GET STARTED

Evaluate

Effectiveness



- Compliance
- Risk Mitigation
- Security

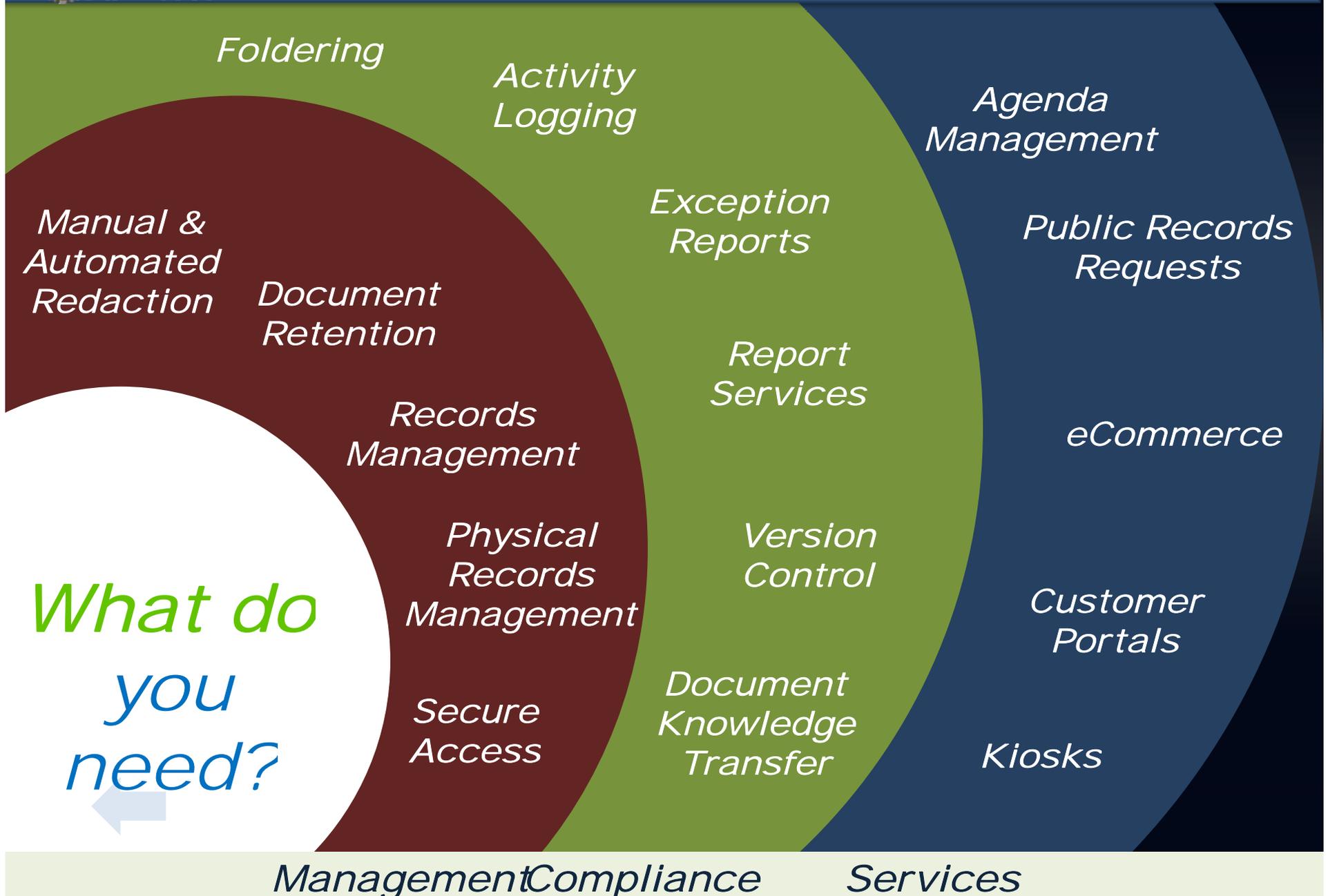
Efficiency



- Accessibility
- Integration
- Optimization



ENTERPRISE CONTENT MANAGEMENT





ENTERPRISE CONTENT MANAGEMENT

Microsoft Office



ESRI



Cityworks



Accela

Integrated ERP



HHS Case Management

Court Case Management

Agenda Management

Eligibility Determination

Electronic Plan Review

Applicant Tracking

AP Processing

Production Document Imaging

Intelligent Automated Indexing

Automated Indexing

Front Office Scanning

Express Scanning

What do you have?



Retain

Integrate

Automate

First Steps

Where are you?

- Conduct a Survey to determine Records Management culture
 - Policies
 - Tools
 - Processes

Where do you want to be?

- Evaluate business requirements for Records Management needs
 - Your record content: *Why* do you store/use it?
 - Your record formats: *How* do you store/use it?

How will you get there?

- Prioritize your records management initiatives
 - Essential records
 - High-visibility records
 - Areas for optimizing efficiency