



Document and Image Management For Those That Have Not Yet Implemented

Michael Bookbinder

Interactive Technologies International

www.itiinternational.com

(905) 689-4838

Interactive Technologies International Consultants

Email: michael@itiinternational.com

Web: www.itiinternational.com (905) 689-4838

- An international, independent consulting consortium
- Based in Toronto, Ontario, Canada and Milan, Italy
- Knowledge management, Imaging, EDMS, industry experience of over 25 years
- Six years National President Canadian Image and Information S (CIIMS)
- Contributing Author CGSB CAN 72.11-00 Canadian Legal Admissibility Standard
- Co-Chair, Subcommittee for New Canadian Standard for Admissibility of Electronic Documents, Records, Signatures and Email CGSB CAN 72.34.05
- Numerous published articles and quoted frequently
- Disciplines:
 - Legal Admissibility
 - Image Processing
 - GPS/AVL Fleet Management
 - Business Process Analysis
 - Knowledge Management
 - Marketing/ Public Relations
 - Document Management
 - Records Management
 - Conversion
 - Legal Admissibility
 - Policy and Procedures
 - Marketing Communications
 - Business Development
 - Safe Driving
 - Training
 - Privacy
 - Legal Compliance
 - Sales Training




Key Factors for Paper Document Control

- ☞ Files available to a single user
- ☞ Multiple filing systems
- ☞ Varying filing methodologies
- ☞ File research and locating difficult
- ☞ Files retained at remote locations
- ☞ Frequency of lost documents
- ☞ File contention
- ☞ Lack of good security controls



Why Desktop Integration of KM, EDMS and Records Management

- No Knowledge Map (No hierarchical structure)
 - Lack of knowledge of what exists
 - Lack of association of documents
 - Multiple, inconsistent naming conventions
 - Multiple document and record formats
 - Hardcopy, image, text, web, virtual etc.
 - Some formats are important for certain applications
 - Same document type can exist in different formats
 - Multiple classification and retention schemes
 - No destruction and disposition for each format
 - No Actioning (inability) on Existing Knowledge
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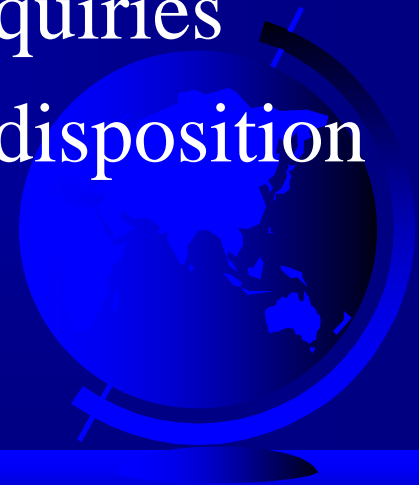
Why Integration of KM, EDMS and Records Management: The Rationale

- ☞ Files available to a single user, paper growth
- ☞ Multiple filing systems & methodologies
- ☞ Information completeness, integrity, no linking
- ☞ Lack of consistent security and confidentiality
- ☞ Access to the “authoritative” version
- ☞ Information search and locating difficulty
- ☞ Records, information and knowledge retained at remote locations
- ☞ Frequency of lost documents
- ☞ Multiple duplicate copies



Why think about: Integration and Implementation of Images, EDMS and Records Management

- File contention
- No backup for legal admissibility
- **NO DISASTER RECOVERY PROGRAM**
- Compliance to Legislation and Regulatory Acts
- Compliance for Legal Admissibility
- Timeframes required to respond to enquiries
- Minimal compliance to retention and disposition schedules
- No destruction programs



Document Management

☞ The new document paradigm

- Images, text, video, sound, graphics are digital data types integrated with traditional records
- The quantity of digital data is growing exponentially
- An organization's knowledge must be managed
- Documents must be managed
- Document management has become the tool for controlling and managing an organization's knowledge



R M in the KM Culture

☞ Records management:

- Should be more involved in business processes
- Provide a long term view for assessing the value of information: legal, evidential, societal and operational
- Adapt to the changing technology, patterns and identify the risks
- Form alliances with information management and technology departments
- Gain the support of senior management
- Participate actively in overall management strategy





Imaging Project Methodology

Requirements Analysis

☞ Holistic Analysis:

- Business Processes
- Document Handling
- Bottlenecks, Handoffs
- Organizational Structure
- Current Architecture
- Staffing, Culture, Process and Technology Strategies



Requirements Analysis

- Document inventory
- Profiles of document use
- Document types and characteristic
- Document volumes
- Information and document flows
- Technology compatibility and operability
- Problem areas or user frustrations



Requirements Analysis

☞ The Process

- What do we do?
- How do we do it?
- What are the interfaces?
- What type of documents?
- How many? Anticipated volume growth?
- What is their condition?
- What are the volumes of retrievals
- How long does it take?
- What are the bottlenecks?
- What would you like to do better?



Other Steps

- Business Case/ Cost & Benefit Analysis
- RFP
- RFP Analysis
- Negotiation
- Training
- Implementation
- Conversion Planning
- Benefit Realization
- Migration



Keys For success: IDOM, KM, RM, EDMS

☞ They are:

- Complex
- Interdisciplinary
- Involve
 - ◆ Technology
 - ◆ People
 - ◆ Management
 - ◆ Infrastructure
 - ◆ Organization
 - ◆ Culture and
 - ◆ Communications



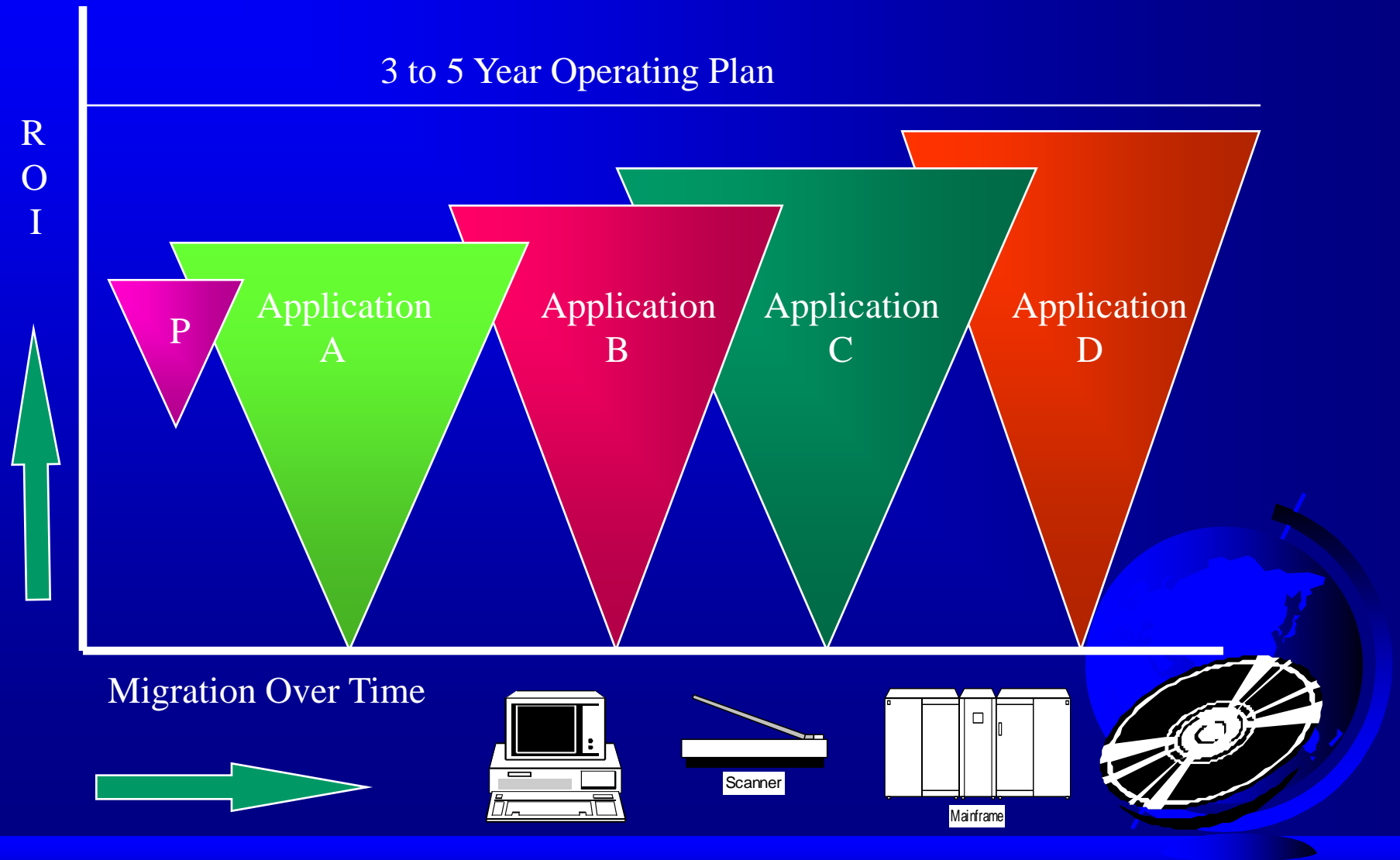
Typical User



Transition



Migration of Imaging and Document Management Applications



Success for KM EDMS Initiatives

- Executive mandate (resources, support & funding)
- High degree of top management across the board interest “total buy in”
- Cultural and organizational change
- Easy, intuitive, effortless processes and tools for sharing and collaboration
- Selection of the correct project leader
- Better use of existing technology
- Identification of the correct prototype
- The actual technologies selected



More Benefits to This Approach

- A centralized although transparent repository linking ensures cost effectiveness access to “authoritative” knowledge better control and management of Corporate Information Holdings regardless of format
- Linking of all documents and databases
- Reduction in searching and accessing knowledge for business processing turnaround
- Reduction in redundant, duplicate copies of paper, electronic and data documents
- Reduced costs on space and supplies
- Reduced reliance on paper documents and records
- Ease of disaster recovery and business continuity programs



More Benefits For Integrated EDMS

- Maintain system and record integrity
- Uniformity for internal and external audit
- Improved efficiency for accessing accurate, reliable and trustworthy documents, records and knowledge
- Standard input and output formats
- Concurrent on-line search and access to documents
- Management of non-textual documents
- Increased collaboration and communications to improve awareness, cooperation to achieve mandates
- Satisfy stringent regulatory, legal and archive requirements



Cost Justification

☞ Intangible

- Productivity Improvements
- Better Security
- Eliminate File Contention, Lost Files, Out of File Situations
- Improved Customer Service
- Rapid, Accurate Information for Decision Making
- Improved Business Turnaround
- Competitive Advantage
- Improved Employee Morale



More Benefits For Imaging/EDMS

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Legal Admissibility of Electronic Images, Document and Records

Yes, they are admissible if.....

Prime Objective of the Standard CGSB 72.34.05

Compliance offers a Guide Organizations to produce ACCURATE, RELIABLE, AND TRUSTWORTHY document, images and records in order to keep a permanent , admissible record thereof

And maintain their legal admissibility during their full retention

Thank You

Send us an email or give us a call to answer any questions or to get you started.....the right way!

