Welcome to the class Imaging and Document Management. This class is offered by DTMB Records Management Services.
Why are you here?

- Write on your index card why you came to today's class

(Hand out index cards to all students)

Please write on your index card why you came to today’s class and then pass your card up to the front. We’ll go through these at the end of the class and make sure we touched on everything.
Everyone says the future is paperless, but there is a time and a place for paper.
Raise your hand if you attended any of the earlier classes today. If you were here earlier today, you heard quite a bit about DTMB Records Management Services, but just to recap, RMS offers analyst services to the State of Michigan and local government and government for writing and revising retention schedules. It also operates a central records center for the storage of physical records for state agencies. And it has an imaging services unit, where I work. We manage the state’s contract for imaging, and work with electronic document management systems and consulting.
A few rules for classroom conduct before we get started. The class runs until 3 pm and I promise to get you out by then. We will take a break around 2 pm, and the restrooms are to the left as you exit.
In this class, we are going to cover:

- What we mean by electronic records
- What we mean by imaging systems
- What is involved in setting up an electronic document management solution
- What solutions the State of Michigan offers
Any questions?
Let’s start by talking about electronic records.
Electronic records can be a challenging concept for some users.
An electronic record, which can also be known as a digital record, is a record that is created and/or stored on a computer. This can include scanned paper documents, electronically born documents like this PowerPoint presentation, email, records stored on the shared network drive, and information electronically submitted over the Internet.
Common Misconceptions

- Scanning is free
- Storing images is cheaper than paper
- Scan everything and keep it forever

For a lot of people, when they hear electronic documents they think of scanned documents. There are some common misconceptions about scanning though. People think scanning is free, that storing images is cheaper than storing paper, and that we should just scan everything and keep it forever. None of these are true! Scanning takes equipment and time. Then we have to pay for the digital space to store the electronic records, and a system to manage them it. And keeping anything forever has costs and risks. In this class, we will talk about when scanning is a good solution, and about the decisions and costs involved.
Are electronic records legal?

- Same laws apply to paper, images and data
  - FOIA
  - E-Discovery
- Retention schedules still apply
  - Records need to be identified, regardless of format

A common question is: are electronic records legal? The short answer is yes. If you have a paper document and you scan it in, there is nothing special or magical about the paper copy. As long as you’ve made a good copy of the paper when you scanned it – it’s complete and readable – then you don’t have to keep the paper copy.

All the same laws that apply to paper records also apply to electronic records. They are subject to FOIA and to legal discovery. And retention schedules still apply to electronic records.
State of Michigan Standards

- Record Reproduction Act of 2005
  - MCL 24.401 – 24.406
  - Regulates the reproduction of public records by Michigan government agencies
- State of Michigan Standards
  - Regardless of the format, records must be authentic, reliable, have integrity, and be usable and accessible
  - Standards and best practice documents available at [www.michigan.gov/recordsmanagement](http://www.michigan.gov/recordsmanagement)

The primary law addressing electronic records in Michigan is the Record Reproduction Act of 2005. This is the law that says if you make a good electronic or microfilm copy of a record that you no longer need to retain the paper copy. What I mean by good copy is that it adheres to the State of Michigan Standards, which are listed on our Intranet site at inside dot Michigan dot gov. The state standards say that regardless of format – paper, electronic, or microfilm – records must be authentic, reliable, have integrity, and they must be usable and accessible. They must be complete, unaltered, what they claim to be, and you must be able to use them. Images that are so poor that they can’t be read are not usable. Those carefully stored Word Perfect documents that you have on a floppy disc are not accessible because your computer doesn’t have Word Perfect and it doesn’t have a floppy disc drive.

The state standards for imaging and the best practices developed by the state are also available on our Intranet site if you want a little light reading.
We won’t go deeply into the state imaging standards, but I want to touch on a few major points. The standards call for the use of a lossless compression. The alternative is a lossy compression. I know that sounds made up, but it’s not. It means that every time the image is altered in any way, it degrades. If you’ve ever received a cartoon in an email that has been forwarded and forwarded and forwarded so that the time it gets to you it’s so pixelated that you don’t get the joke. That’s because it’s a lossy image. It’s like making a photocopy of a photocopy of a photocopy. But if you use a lossless compression, it’s like photocopying the original image every time, so that it doesn’t degrade over time.

The state standard also calls for the use of TIFF for images. The most common alternative is JPEG, but that’s usually lossy, while TIFF is usually lossless, which is why the standards prefer it. You may want to take that TIFF and convert it to PDF for usability. PDF software generally has bells and whistles that users wants. The thing to understand about PDF is that it’s a wrapper that goes around something else, in this case a TIFF. Think of it as wrapping paper around a box – you want to make sure that what’s in the box is a lossless TIFF.

The standards call for 200-300 DPI resolution, and for black and white when possible. They mandate that you sample for quality – make sure you’ve scanned legible images, and that you develop written procedures for how documents should be scanned. Our office can help you with this; we have a sample scanning policies document that you can start with. And finally, the standards say that you have to pick a media. By that, we mean you have to know what you’re going to do with these electronic records once you’ve created them.
So let’s talk about media choices. Who remembers what up here? I remember the floppy discs from the older ones but I’ve actually never seen a punch card in use. The two in the left corner, the portable hard drive and the flash drive, are popular right now but like everything else, they will eventually go out of style. The first thing I asked when we got an iPad was where the USB drive was. At some point, there won’t be any on our computers either.
Why not just put it all on CD? Well, that iPad doesn’t have a CD drive either, and most of the computers at our office don’t have one either. And in addition to being susceptible to scratching and breaking, CDs also are subject to CD rot. They actually oxide and rust. The picture on the left show a new CD, a one-year-old CD, and a two-year-old CD, all slowly oxidizing.

There are things you can do to slow that process, such as putting the CD in a case and storing it in a non-humid environment. Professionally made CDs can last for decades and still be good. But the CDs that you buy at Staples and rip things on are not going to last forever.

They are great for transferring records from one location to another, but are not a solution for long-term storage. Your best option there is an imaging system, which is our next topic.
Any questions?
What is an imaging system?

Let’s talk about imaging systems, also known as electronic document management systems. While the modern imaging system really got its start in the 1990s, they first started cropping up in the 1970s with the advent of the fax machine. They didn’t meet today’s standards though.
(Provide this information after showing the clip.)

This clip is from the movie Almost Famous which is about a Rolling Stones reporter in the 1970s. As you can see, delivering your story while on the road was a lot more challenging then than it is now.
Digital Imaging

• Digital imaging is not new
• Foundations in fax technology
• First fax patent in 1843
• Fax (and digital imaging) became commonplace in the early to mid-1970s

The first imaging systems were faxes, and they go back to the 1840s. The first fax patent was in 1843 and it transmitted images for newspapers over the telegraph. The image here is the oldest photo of a fax machine that we could find.

While these types of technologies were around in limited fashion for more than a century, it wasn’t until the 1970s that we really started trying to use faxes and imaging services for business.
Early vs. Current Imaging

<table>
<thead>
<tr>
<th>Early Imaging Systems</th>
<th>Current Imaging Systems</th>
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<tbody>
<tr>
<td>• Scanners unreliable and created poor images</td>
<td>• More reliable scanners produce accurate representations of the original</td>
</tr>
<tr>
<td>• Not enough computing power</td>
<td>• More powerful computers</td>
</tr>
<tr>
<td>• Limited storage solutions</td>
<td>• More efficient network speeds</td>
</tr>
<tr>
<td>• Limited network speeds</td>
<td>• Improved security</td>
</tr>
<tr>
<td>• Weak security</td>
<td>• Capture standards</td>
</tr>
<tr>
<td>• Underpowered, unreliable, unforgiving and uncontrolled</td>
<td>• Legally accepted as a storage, retrieval and distribution technology</td>
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<tr>
<td>• Failure rate exceeded 50%</td>
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</table>

It was an uphill climb though. The first imaging systems had a lot of challenges. The scanners created poor images. Computers didn’t have enough power or storage, and the network speeds were very slow. Raise your hand if you remember dial-up. Security also hadn’t been well developed yet and was weak. Imaging systems were underpowered, unreliable, unforgiving and uncontrolled, and more than half of them failed.

Fortunately, developers kept at it throughout the 70s and 80s, and in the 90s started having real successes with imaging system. Improvements have continued and now we have reliable scanners that produce great images. Our computers are powerful and fast and have lots of storage. Cybersecurity is a booming business and there are industry standards. And the legal world is catching up with technology and digital images and electronic records are accepted as legal records.
(Provide this information after showing the clip.)

If you want to compare Chandler’s 1995 computer to the one I’m using today in 2017, I have 8 GB of RAM, a 237 GB harddrive, and I’m connected at 100 mega bits per second.

Oh, and I do have spreadsheet capabilities.

(If anyone asks, that’s 683 times more RAM and 485 times more harddrive. And since a megabit is 1 million bits, my connection is more than a billion times faster.)
The State of Michigan has two enterprise imaging systems available to state agencies, Records Manager and FileNet. We’ll talk about both of these in detail after the break.

<table>
<thead>
<tr>
<th>State Standard Imaging Systems</th>
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<tr>
<td>• Records Manager</td>
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<tr>
<td>• FileNet</td>
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See [DTMB Service Catalog](#) for more information
A lot of you may be here because you’re thinking about going digital in your office and you’re not sure what that entails. We’re going to walk through the major decisions that you’ll need to make. They include preparation, scanning, indexing, quality control, quality assurance, storage and disposition. We’ll talk in more detail about each of these.
Preparation

- Objective is to make documents scanner-ready without human interaction
  - Remove staples, paper clips, etc.
  - Copy or repair of torn documents
  - Non-standard size documents
  - Condition of documents
  - Order arrangement
  - Use of barcodes or dividers

Preparation. Has anyone here ever done this as part of their job duties? I have and the first thing I can tell you is that it takes a lot longer than everyone thinks it will. Preparation means taking the paper and getting it ready to go through the scanner – remove staples and paper clips, copying or repairing torn documents, reducing or enlarging non-standard size documents, copying delicate documents, putting the paper in the correct order, and inserting barcodes and dividers.
### Scanning Components

- Scanner
- Additional hardware (computers, monitors, etc.)
- Capture software

You might choose to use the state’s imaging vendor for scanning, or you might want to do scanning in your office. To do that, you’ll need to select a scanner. You may also need to purchase computer and monitors to use with the scanner, and you might want capture software, that can do some of your indexing for you.
You can spend anything from $800 to $30,000 on a business scanner. Which one is right for you will depend on your needs. The daily duty cycle means how many pieces of paper you can scan in a day before you start to burn out the scanner. Don’t try to shove 20,000 pages a day through a scanner that has a 3,000 page per day duty cycle – it won’t last very long.

You also need to think about what paper sizes you’ll be scanning. If you use oversized paper, make sure your scanner accommodates that. And look at the feeder capacity – that’s how many sheets of paper you can run through the scanner at one time.
### Equipment Selection

- Different equipment meets different needs
- Hand-held scanners (below) for field staff
- Flat-bed scanners (right) for delicate or under-sized documents
- Large documents, such as maps, require special equipment

<table>
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<th>Equipment Selection</th>
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<tr>
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</tr>
<tr>
<td>Large documents, such as maps, require special equipment</td>
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</tbody>
</table>

There are also specialty scanners that might work for you. The scanner on the left is great for workers in the field who only need to scan a couple of documents at a time. Flatbed scanners like the one on the right are good for photographs or delicate paper.

Really large documents, such as maps or building plans, require special equipment like giant scanners that are mounted to the ceiling. These are really expensive so they’re not a good investment unless you’re going to use them a lot. You can also send this type of work out to a vendor.
The State has a wide variety of scanners available for purchase through the state’s computer contract. I can email you this chart if you’re trying to compare options. But you can see here that there’s a lot of variety on price and functionality.
Changing Technology

- Ever-changing technology continues to bring new ways to make digital copies of records
- Use of new technology should be an agency business decision
- Individuals should not decide to start using new technology on their own
- Mobile devices carry confidentiality concerns

When we talk about equipment, we should also talk about newer technology. Lots of employees use mobile devices like phones or tablets, and they can snap pictures of documents. There are even apps that will convert those photos to PDFs.

The important thing when talking about mobile devices and capturing images with them is that this should not be something that an individual does on their own. There should be an office decision about how mobile devices will be used and policies established. This is especially important as there are additional security and confidentiality concerns with mobile devices.
Every scanning operation needs scanning procedures. You don’t want your scan operators making decisions on their own, because everyone will make different decisions. You want to decide ahead of time how you want documents scanned and set up procedures that will get you the result you want.

Decisions need to be made on format, resolution, color, enlarging or shrinking non-standard sized documents, scanning both pages or just the front, and if you will make the scanned document text-searchable.

I want to mention color here specifically. We already talked about how the state standards for imaging prefer black and white. But sometimes a document can’t be interpreted without its original color. Examples are a color graph or a photograph that doesn’t show important details in color. Best practice is to either scan these types of pages in black and white with the rest of the pages and then scan them again in color, or separate them from the rest of the pages and scan them alone in color. Mixing color and black and white pages in the same scanned document can cause formatting problems, especially if you need to convert these images down the road.

<table>
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<tr>
<th>Scanning Procedures</th>
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<tbody>
<tr>
<td>• Format – recommended TIFF or TIFF-wrapped PDF</td>
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<tr>
<td>• Resolution – recommended 200-300 DPI</td>
</tr>
<tr>
<td>• Black and white for standard business documents</td>
</tr>
<tr>
<td>• Develop policy for special documents that require color</td>
</tr>
<tr>
<td>• Dimensional aspects of original documents</td>
</tr>
<tr>
<td>• Single-side or duplex</td>
</tr>
<tr>
<td>• Optical Character Recognition (OCR)</td>
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</table>
Your office will also have to decide on a scanning model. Are you going to set up a big scanning operation that serves the whole agency, or are you going to have a number of smaller scan operations, or is every worker going to be responsible for scanning their own documents?

A centralized scanning operation is when there is one big scanning operation for the whole agency. This might be a mailroom operation, where mail is opened and immediately scanned, or it might be a post-process operation, where files are scanned once all the work is done on them.

This type of operation gives you consistent, high quality scans because you have the same people operating the scanners all the time. They are trained and become proficient at their job. This is also an efficient method. However, if you have a mailroom model, you may capture paper that didn’t need to be scanned, since you’re scanning in everything in when it arrives. And if you scan post-process, you still have to manage routing and handling paper.
A decentralized scanning operation is when your agency has multiple scanning operations, divided by unit or by location. An example would be a department that has district offices and elects to set up a scan operation in each one.

Like a centralized operation, you gain the advantage of having a trained staff who become proficient at their jobs over time. A decentralized model also eliminates the need to transport paper to a centralized operation. However, you have to buy additional scanners and incur that cost. And over time, how each operation functions may start to change, and consistency will fall.
A task-oriented scanning operation is when each employee scans their own documents in, generally using shared scanning equipment, although you can buy small scanners for each worker. This model allows for the immediate capture of incoming documents, prevents the capture of unneeded papers, and avoids having to route and manage paper. It works well for agencies that don’t deal with very much paper.

Since everyone is scanning in their own documents, there is little control and inconsistent quality in a task-oriented operation. It also can be expensive if you elect to get everyone their own scanner.
Scanning Process Options

- **Pre-Process**
  - Scan documents when they arrive at agency
  - Advantages
    - Able to leverage system for entire process
  - Disadvantages
    - Does not work well with view-only systems
    - Scanning process may delay information availability
    - Additional change management for process staff

We already touched on what mailroom and post-process options are, but let’s talk about them a little more. A mailroom, or pre-process, scanning operation, happens as soon as paper documents arrive. This means the agency is able to leverage its imaging system for its entire process.

However, pre-process operations don’t work well with view-only imaging systems if the incoming documents need to be modified in any way. They also take time and can delay when information gets to staff. And this type of operation means additional change management for staff – they must learn to use the imaging system.
A post-process scanning operation happens at the end of the business process. Documents are scanned when an agency finishes with them. Instead of filing the paper records in a cabinet, they are scanned and filed in an imaging system. There is less change management for staff, as they will only need to learn to use the imaging system to look up finished records, not to do their daily work.

However, a post-process operation does not fully leverage the imaging system. The agency now must manage two document systems, one paper and one electronic. And there is greater potential for misplaced documents.
Any scan operation must include quality control and quality assurance.

Quality control occurs at the scanner and involves checking for resolution, contrast, orientation, and if all pages were scanned.

Quality assurance takes place after the images have been loaded into the imaging system and is usually performed by an end user. It involves checking that the right images are matched with the right data and that all expected images are included.
## Indexing Considerations

- Values
- Data Entry
- Pre-Existing Data
- Barcodes
- OCR
- ICR

Indexing is how we identify scanned documents in an imaging system. It can be as simple as how we name electronic documents, or there may be many values attached to a single document. An agency going into an imaging system needs to decide how it is going to identify its documents and then how it will get those values into the imaging system. Will it use data entry, with staff typing in the values? Is there an existing database that information can be extracted from or linked to? Will you use barcodes that can be scanned? Will you use capture software to read text on the paper and use that information to identify records?

That last method can be OCR – Optical Character Recognition – or ICR – Intelligent Character Recognition. OCR is reading typed words on paper, ICR is reading handwritten words on paper. ICR doesn’t really work very well, but OCR works extremely well, especially with black text on white paper. Things like weird fonts, stains or creases on paper, or darkly colored paper can decrease the success of OCR but it generally does a good job.

However you decide to index your records and however you decide to get that index information into your system, the most important thing is that you be able to find your records when you need them. Because when the Nazis show up and want their Ark back, you’d better know where you put it.
Disposition

- How long to keep paper after scanned?
  - 30-90 days for quality checks
- How will paper be disposed of?

- How long to keep scanned images?
  - Retention schedules
  - Triggers

Disposition is another consideration and there are two factors to consider. The first is how long to keep the paper documents after you have scanned them. RMS recommends that you keep the paper for 30 to 90 days to allow adequate time for quality control and assurance. Once that time period has passed, you also must know how the paper will be destroyed. If it has sensitive information in it, you should use the state’s confidential shredding bins or service. If not, you can recycle it.

The second consideration is how long to keep the scanned images. Remember that retention schedules apply to them just like to paper records. Your imaging system should have a way to apply retention schedules and triggers – when you indicate that the agency is done with a file. If it doesn’t, you will need to develop policies and procedures to apply retention manually.
All of these decisions should be documented so that the workers who come after you can continue your good work, and so that you have a reference if there are questions about how something is done. Be sure to include contact information, especially if you have outside support from a vendor.
Finally, you need to think about the future. On the day that you get your imaging system, it will be the newest, fanciest, best system ever invented. Until the second day of your new imaging system. In today’s world, technology changes fast and eventually the time will come to move on to a newer, fancier, better imaging system. You should start thinking about that move when selecting your imaging system, not years down the road.

Will you need to hire people or use additional state resources to migrate your records from one system to another? Will you have to buy additional software or hardware? Can you move all of your data and scanned documents without losing anything? Will you have to pay the vendor to get out of a contract or to turn over your records? Thinking about these things now will save you money and headache in the future.

When, as you can see, we’ll all be using punch cards and tube televisions.
Any questions?
(If the class started at 1 pm, it should now be around 2 pm. Give them a 10 minute break.)

(During the break, review the index cards. You may want to put some notes on a new slide at the end.)
Welcome back. In the second half of this class, we are going to talk about imaging and document management solutions that the State of Michigan offers state agencies and local governments.
The state has a master imaging contract that provides for the conversion of paper records to digital images or microfilm, and the conversion of microfilm to digital images. It also has a contract that provides for long-term vault storage of microfilm and for microfilm inspection and repair. And it has a master computing contract that allows for the purchase, lease or rent of equipment such as scanners.

DTMB manages all of these contracts, and Records Management Services manages the imaging and microfilm contracts.
Benefits of using the SOM contracts

- Eliminate the “bid” process
- All billing is done through RMS
- RMS works directly with the vendor throughout the project
- Gain from RMS expertise, experience and volume
- Confidence that scanning standards are followed

Using one of these state master contracts means that you do not have to go through a bid or Request for Proposal process. For the contracts managed by Records Management Services, our office handles all the billing and works directly with your office and the vendor. You gain from our knowledge and experience, and you get competitive prices. For imaging and microfilm creation – yes, some people are still making microfilm – you also have confidence that all of the state standards are being followed. These contracts are also available for use by local governments.
The State of Michigan also has enterprise electronic document management systems that state agencies can elect to use, and it offers other support services if an agency is using a non-standard electronic document management system.
In 2013, DTMB created the state EDM initiative to make it easier for state agencies to compare different imaging systems and select the one best for them. Prior to the initiative, agencies would have to go to different parts of DTMB and to vendors to find all their options and compare them. There were no standards or requirements, and no economy of scale.
The EDM initiative created a central process for agencies interested in electronic document management. Records Management services staff perform a business analysis to determine if EDM is a good fit for the agency.

The analysis may recommend a state EDM solution, and independent solution, or a paper or microfilm solution. It will also provide pricing for different EDM solutions.
Now, requests for electronic document management are funneled to Records Management Services. We send an analyst out to meet with you, and then you get back recommendations and pricing. Sometimes the analysis recommends a specific system and sometimes it indicates that more than one option would work for you. Sometimes it has other recommendations – apply your retention and destroy your paper, revise your retention schedule, use a database. And sometimes it recommends a system not managed by the state. This is most common if there is an electronic document management system used across an industry that is designed for a specific business need. The pros, cons, and costs of all the options are provided.
The EDM process starts when a state agency indicates it’s interested in electronic document management. A RMS analyst meets with the agency and drafts a business needs analysis. This is not a technical document. Instead, it focuses on business processes, retention schedules, security needs, and retrieval needs. The analysis evaluating and comparing the options is sent to the agency for its consideration.

When the agency is ready, it will contact Records Management Services and will then be referred to the agency it will work with to stand up its solution. A charter agreement will be developed and signed and then implementation will move forward.
There are lots of reasons why agencies consider electronic document management. Some of these might look familiar to you. The shared drive is full. We can’t find anything. We’re drowning in FOIAs. Stuff is everywhere. There are multiple versions of every document. There are tons of duplication records. Bob retired and now his computer has been reimaged and he kept everything on it in his C drive. Mary accidentally deleted a bunch of documents off the shared drive. Any of that sound familiar?
Choosing EDM

- Why do people select electronic document management as a solution?
  - Final repository for documents that have not met their retention period
  - Redactions and/or legal holds
  - Line-of-business application integration
  - Workflow

Agencies select electronic document management solutions for a number of reasons, and usually for more than one reason. This includes storing records throughout their retention period, applying redactions and legal holds, integrating with line-of-business applications, and leveraging workflows.
Why not use Office 365 as our agency’s EDM solution?

- One Drive
  - Temporary storage of documents that aren’t needed for collaboration
- SharePoint
  - Team Rooms – used for project groups and organizations to collaborate
  - Publishing – used for Intranet portals, like inside.michigan.gov
- Challenges
  - Document retention is not currently implemented
  - Completed projects sometimes have abandoned documents

But you may be wondering why we don’t just put all our electronic documents in Office 365. I don’t want to bad mouth Office 365 because it’s a great user and collaboration tools, but that’s what it is. It’s not an electronic document management system.

One Drive provides temporary storage of documents for individuals that aren’t needed for collaboration. The user can access these documents from any computer or device that they log onto. However, it doesn’t allow for sharing, and retention is not applied.

SharePoint is a collaboration tool. It can be used for Team Rooms for project groups and organizations to collaborate on shared documents. It can also be used for publishing, such as for Intranet portals, like inside.Michigan.gov. SharePoint does allow for security and retention schedules, but someone who knows what they’re doing has to set that up. As the State of Michigan offers SharePoint to its agencies, none of that is established.

And with both One Drive and SharePoint, there is a tendency for completed projects to have abandoned documents that can remain indefinitely in that space, taking up room and introducing risk to your agency.
So what can you do about all that paper? If you’re a state agency, you can choose to use one of the state’s two enterprise electronic document management systems, Records Manager (formerly TRIM) and FileNet. These systems are not available for local government. We’re going to talk in more detail about both of these systems in a minute.
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<thead>
<tr>
<th>EDM Features &amp; Benefits</th>
<th>Records Manager</th>
<th>FileNet</th>
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<tbody>
<tr>
<td>Disaster Recovery and High Availability</td>
<td>X</td>
<td>X</td>
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<tr>
<td>Version/Revision Control</td>
<td>X</td>
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<td>Automated Routing in Workflow</td>
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<td>User-Driven Workflow</td>
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<td>Retention and Disposal</td>
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<td>Redaction Capabilities</td>
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<tr>
<td>Application Integration</td>
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So what’s the difference between Records Manager and FileNet? I’m not going to go through this chart, but as you can see, there are a few differences. The biggest difference, though, is that Records Manager is an out-of-the-box solution that does not use customization and FileNet is a solution that allows for customized functionality. Which one is best for your agency depends on what your needs are.
Records Manager is an out-of-the-box electronic document management system. That means that the state purchased this software and started using it without making any programming changes or customizations to it. We bought it, stood up servers and started using it. The solution is shared by all agencies who use it; you can only see the records that you have permissions to see but all records are centrally stored.

Even though its out-of-the-box, the software does a lot within that box, allowing for robust document management from creation to disposal. The cost of user licenses is based on type of use. And its administered at the program level, meaning as much of the work to manage the system as possible is pushed down to the users. This means agencies and users have more responsibility, but also more freedom; it also keeps the costs down.

Records Manager is owned by HPE, formerly HP, formerly Hewlett-Packard, which provides support to DTMB for the software.
There are more than 90 business units that use Records Manager, with more than 1,700 users.
Records Manager offers robust, tiered searching, version control, and detailed, layered security. It allows agencies to centrally store all of their records, which reduced duplication and improves sharing, and allows documents to be taken with a worker into the field, so long as they have a connection. It has built-in retention and disposal, audit trails, and comes with user-driven workflow.
Records Manager integrates with the Microsoft Office suite, meaning you can save documents directly from an Office application into Records Manager. You can also link Records Manager to your email, your shared drive, and your desktop. You can use desktop scanning with drag-and-drop, or contracted or centralized scanning with bulk loading tools. Records Management Services will help you migrate from a legacy imaging system. And you can integrate Records Manager with line-of-business applications, though this requires programming that the agency must pay for.
The layered security model in Records Manager ensures that users only see records that they have access to. They may have view-only access to some record collections and modify access to others.
Different agencies can share their records with each other if they want to, but each agency always retains control of its records.
Records Manager is a rated service, meaning there are no hourly charges. There is an initial fee for each user - $50 for view users and $100 for modify users. Then there is a monthly fee for each user - $15 for view users and $30 for modify users. There is also a $6 monthly fee for each gigabyte of storage.
While FileNet also has an out-of-the-box electronic document management system, state agencies currently using it have customized solutions. That means that the state purchased this software and then made programming changes or customizations to it to meet the specific needs of different agencies. The solution is shared between some agencies while others have their own environment. This is because FileNet has very large applications for each customization, each with thousands of users.

Because the state uses customization for FileNet, it often uses automated workflows and integrates with line-of-business applications. The cost of user licenses is based on type of use. And it comes with a capture software – Datacap – that can be used to capture index information during scanning and processing.

FileNet was developed by IBM, and IBM contractors work with DTMB to provide support and development for the product.
There are eight state departments that use FileNet, with more than 6,000 users.

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FileNet offers customized search templates that make for easy user interface, version control, reduced duplication, and detailed, layered security. It allows agencies to centrally store record collections, improving sharing and enhancing authenticity. And it comes with bulk image import utilities. It has task routing, audit trails, and automated workflow.
Customized search queries reduce the need for user training and make interacting with FileNet intuitive and quick. It’s easy to pull up all the records for a case.
FileNet also has automated workflows that can make decisions and push the workflow to the next step, with users interacting only when automated decisions are not possible. This improves efficiencies and frees up state time.
FileNet comes with a capture software, Datacap, that can grab index information off paper during the scanning process and automatically file documents where they belong. While Records Manager can be used in conjunction with capture software, it is an additional cost.
FileNet is both a rated service and has hourly charges for programming and customization. There is an initial fee for each user - $300 for view users and $520 for modify users. Then there is a monthly fee for each user - $45.17 for view users and $48.50 for modify users. There is also a monthly fee for each gigabyte of storage, which can be 80 cents or $1.38, depending on what type of storage the agency selects. Custom development and configuration is $230 an hour.
Finally, don’t consider electronic document management all on its own. It’s one tool in your records management toolbox, and you can use it in combination with other solutions like scanning services, off-site storage, on-site storage, confidential destruction, digital signatures, and electronic fax.

By the way, our office can help you with all of these tools.
Remember, if you’re interested in one of these solutions, you can contact Records Management Services and we can come out and do an assessment. You’ll get back and analysis and price differences for the state solutions.
To finish up, let’s go through the index cards that you filled out at the start of the class and see if we hit on everything today.

(Go through cards and read them, answer any questions that were not covered in the class.)
Class Evaluation

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  – Login to the State of Michigan Learning Center
  – Go to the Learning menu
  – Select View Your Transcript
  – Find this class in the list, and select the Evaluate button
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Thank you for attending. You will receive an email in 1-2 days inviting you to fill out an evaluation of this class.

Login to the State of Michigan Learning Center. Go to the Learning menu. Select View Your Transcript. Find this class in the list, and select the Evaluate button.

Evaluation is open for 10 days
We can help!

- Records Management Services
- 3400 N. Grand River Ave.
- Lansing, Michigan 48909
- (517) 335-9132
- Internet
- Intranet