

InterPro Document Management

Inter-Optimis LLC., an InterPro Company

REQUIREMENTS ANALYSIS

The impact of Electronic Records Management Technology on your company

The purpose of this document is to describe the objectives of a "**Requirements Analysis**" and to enable you to better understand and assess the potential benefits to be derived from the application of Electronic Records Management (ERM) technology in your company.

What is Requirement Analysis?

There are four major steps:

1. Define your records management goals
2. Gather information about current environment, etc.
3. Use this information to make decisions regarding engineering, cost and operational trade-offs in a new system
4. Design a system based on these decisions to achieve your records management goals

Why use the Requirement Analysis process?

It is the most **cost-effective** and **fastest** way for you to assess how Electronic Records Management Technology can be of help to you in your business.

What do I get from this process?

A clear definition of your current information processes with the associated requirements that can be addressed with an ERM system.

This includes a careful assessment of your needs:-

- ⇒ Storage
- ⇒ Retention
- ⇒ Security
- ⇒ Data integrity
- ⇒ Customer Service And
- ⇒ Access to data

Through a **TEAM** effort we will jointly develop an implementation plan that reflects your unique environment and includes your anticipated Return On Investment (R.O.I.)!

What does this cost?

A typical Requirements Analysis costs between \$1,500 and \$3,000 and some or all of the expense may be credited toward the cost of purchase or contracted service from **Inter Optimis**.

How is the Requirements Analysis done and by whom?

A Requirements Analysis is typically scheduled in a series of two to three hour meetings followed by the detailed documentation of the findings, conclusions and recommendations.

THE REQUIREMENTS ANALYSIS PROCESS

- YOUR BUSINESS OBJECTIVES - How ERM can help you?
- YOUR DOCUMENT MANAGEMENT REQUIREMENTS - Which are important to you?
- TYPES OF INFORMATION AND MEDIA - What forms of information is commonly kept?
- MEDIA – On what media is the information stored?
- THE BASIC STEPS IN HANDLING INFORMATION - How these steps are performed in your organization?

YOUR BUSINESS OBJECTIVES

Here are some of the more obvious ways that new technology can help through the implementation of Electronic Records Management Systems.

The relative importance of these will vary by type of business and from company to company.

- **IMPROVE EFFICIENCY** of document management
- **IMPROVE SERVICE** to customers and users
- **REDUCE COSTS** of handling/managing documents

- ⇒ Labor
- ⇒ Reproduction
- ⇒ Time
- ⇒ Distribution
- ⇒ Storage space

- **IMPROVE** your data **INTEGRITY** – avoid losses and mis-filings
- **IMPROVE SECURITY** – control of access
- Provide dramatically better ways to **ANALYZE**, review and compare data
- **PRESERVE** capital **INVESTMENTS** in document management technology
- Plan for **EVOLUTIONS NOT REVOLUTIONS** in the use of new technologies for document management
- Ensure that ERM systems are **ADAPTED** to your **SPECIFIC NEEDS**
- **PLAN** for the **ENTERPRISE** but **IMPLEMENT INCREMENTALLY** a step at a time

YOUR DOCUMENT MANAGEMENT REQUIREMENTS

Every business is different and the requirements for the storage, retrieval, access, security, etc. vary from one business to another. The following is intended to identify the main areas of importance in the management of information within a business. The relative importance of these will vary from company to company.

Storage Volume Requirements

In those organizations where large volumes of documents are continually created and stored whether in filing cabinets, on microfiche, microfilm or in other forms, the physical space occupied by these documents can become a significant concern. This space can be dramatically reduced through the implementation of new ERM technology.

Safety/Data Integrity

In some organizations, the importance of never losing a piece of information may be high on the priority list. The ability to preserve the integrity of documents and minimize or eliminate the risk of lost or misplaced documents is addressed fully with ERM systems.

Security Requirements

The degree of security and control of access to documents can be greatly improved with ERM systems.

Service Requirements

Whether the user is internal within a company or external, (i.e., customers), service can be improved tremendously with rapid electronic access and flexible cross-referencing when accessing documents.

Access Requirements

In the implementation of any Electronic Records Management system it is important to fully understand the procedures and frequency of access necessary to find, view, print, fax or distribute information. The impact that this may have on labor requirements and service to one's customers is a major factor in the design of an appropriate ERM system.

Retention Requirements

Documents need to be kept for varying lengths of time depending on legal and other considerations such as audits, customer service, etc. ERM technologies can help to dramatically reduce the cost and simplify the process necessary to retain documents for long periods of time.

TYPES OF INFORMATION

These are some of the more commonly found types of information in most businesses:

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- | | |
|---|--|
| <ul style="list-style-type: none">• Correspondence• Contracts & Other Legal Documents• Engineering Drawings• Pictures & Photos• Spreadsheets, Analyses & Word Processing Files• Proposals• Reports• Bills & Collections(A/P AND A/R) | <ul style="list-style-type: none">• Shipping Documents• Notes, Deeds• Inventory Data• Tax Records• Personnel Records• Other miscellaneous Archival Data• INDUSTRY INFORMATION -<ul style="list-style-type: none">⇒ Medical Patient Records⇒ Insurance Claims Information⇒ Shipping Manifests, etc. |
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MEDIA

This information in an organization may exist in many forms and is often unnecessarily replicated many times at significant cost. The following are some of the main types of media.

Hard Copy

In spite of the ever-increasing use of computers in the business field we continue to live in a world of paper. One of the objectives of ERM systems is to reduce the volume and minimize the flow of paperwork within an organization.

Magnetic Tape

Storing information on magnetic tape is widespread, but the information cannot be accessed quickly and, after a few years, information "bleeds" through on tightly packed tape reels which forces the reprocessing of tapes every few years to avoid the danger of losing information.

Magnetic Disk

Magnetic disk technology continues to improve in price, performance and capacity and certainly is a major consideration for the storage of information.

Film (Rolls/Strips) and Microfiche

As an archival medium, microfilm; whether in full reels or strips, and microfiche offer a relatively low cost way to archive information. However, although the index can be automated, the eventual retrieval is time consuming and the data is non-processable, as it is merely an image on the film or fiche.

Optical

Optical media has evolved over the last decade and manifests itself in several forms. WORM (write once read many) technology consists of optical media that may be written once and once only. Once the media is full it cannot be rewritten. It then becomes read-only media. A second form of optical technology is "read/write/erasable" which, for most purposes, can be considered the same as magnetic disk, in that it can be used over and over again. Disks can be filled and they put away much like filling a file cabinet.

CD ROM technology comes in two forms. One is for the publishing media, providing the ability to produce a master CD ROM that is then used to stamp out replicates by the hundreds or thousands. (I.e., for the music field or the large data distribution markets). A second form of CD-ROM became available during 1993 and is termed CD-ROM "write-once" technology. It is very similar to the WORM technology discussed above. One begins with a blank CD-ROM and the information is written to it once only. It eventually becomes full and, because it cannot be rewritten, becomes read-only once the recording is complete.

One of the few standards that have evolved in the world of optical media is the CD-ROM. It adheres to the ISO 9660 standard, regardless of whether the information is written using the write once technology or the replicated stamp process. The net result is a CD ROM that can be read by any standard CD ROM drive that accepts disks written to the ISO 9660 standard.

THE BASIC STEPS IN HANDLING INFORMATION

The following summarizes the basic process involved in the flow and use of information within a corporation.

Capturing Information

There are a wide variety of ways in which information is captured within the infrastructure of a company. It may come from the mailroom, downloaded from a mainframe computer within or outside of the company, transferred over a network from some other system or subsystem or faxed from outside of the company. Information may also be keyed in directly via keyboard or captured optically using OCR technology.

Indexing Information

Before filing information away, it is critical to determine where to file in order to establish how one is going to find it again. There are a variety of ways to tag or index the information. One can extract keys directly from a document by keying information at the time information is filed or by optically recognizing information that is printed within the document. For certain full text documents, one can optically recognize all the text and provide full Boolean logic text searching capability.

Storing Information

As discussed in the previous section, there are a wide variety of media to which information can be transferred or retained for later retrieval, be that magnetic disk, tape, optical disk, optical tape, microfilm or microfiche. There are many trade-offs that determine which media is best for which information.

Managing Information

There are several aspects to the management of information once it is captured, indexed and stored away. It is important to control and track where the information is located, provide the right kind of administration, ensure that appropriate security is built into the system and control who has access to the information.

It is also important to set up well-planned backup and recovery procedures to protect both the information and the associated indexes (pointers). In some cases it is helpful to have automated systems for tracking and controlling the flow of work through a process, etc.

Accessing the Information

There are many factors and choices involved in how one can search to find information and a variety of ways to view, print, fax and distribute the information to those who need it. It is important to correctly assess the specific needs of all potential users when designing the best ERM system for your organization.

HOW DO YOU GET STARTED?

Inter Optimis is well positioned to help you analyze your information needs and determine how best Electronic Records Management Systems can improve information management within your organization. With your approval, on an inexpensive consulting basis, we will work with you as your team member to accomplish the following:

- Fully understand your document management needs and concerns.
- Help you define and prioritize your needs. We do this by thoroughly analyzing the information flow within your organization and enabling you to cost justify any and all applications of Electronic Records Management technology within your company.
- Help you develop a long-term plan to evolve from small beginnings to enterprise-wide systems that will satisfy the needs of your information processing into the foreseeable future.
- Help with you with your budget cycle and funding process.
- Help you to establish realistic time frames and develop an implementation plan.