

SRTF Technology Subcommittee

www.srtf.org

Goals

- ⇒ **Speed:** Faster, easier access to documents and information
- ⇒ **Efficiency:** Reduce staff time and cost of accessing documents
- ⇒ **Customer Service:** (Public service)
Meet public's expectation of sunshine / transparency
- ⇒ **Convenience:** Public access to documents via the web

SRTF Technology Subcommittee

www.srtf.org

Proposed Work Plan for review and recommendations

I. Back-end Systems

(Infrastructure Technologies)

- ⇒ EDMS: Electronic Document Management System
- ⇒ EDA: Electronic Document Access
- ⇒ CMS: Content Management System (for Web)
- ⇒ Public Safety & Law Enforcement: Corona/CADMine, Records, Recordings and Statistics
- ⇒ Meetings: Broadcast, recordings, voting
- ⇒ Notifications and alerts

II. Web site

(Content / presentation layer / user Interface) What's visible to the public and how easily they can access information

- ⇒ Navigation and organization
- ⇒ Website content
- ⇒ Interactive services (eGovernment)

III. Procedures and practices

- ⇒ Posting, archiving, access and document retention policies
- ⇒ Records manager and other staffing requirements
- ⇒ Posting of indexes and policies
- ⇒ Privacy

Sunshine Reform Task Force Technology Subcommittee

Report by Subcommittee Chair Dan Pulcrano
For August 16, 2007 SRTF Meeting

Goals:

- ⇒ Speed: Faster, easier access to documents and information
- ⇒ Efficiency: Reduce staff time and cost of accessing documents
- ⇒ Customer Service (Public Service): Meet public's expectation of sunshine / transparency
- ⇒ Convenience: Public access to documents via the web

Infrastructure Technologies:

EDMS: Electronic Document Management System

EDA: Electronic Document Access

Public Safety & Law Enforcement: Corona/CADMine, Records, Recordings and Statistics

Meetings: Broadcast, recordings, voting

Notifications and alerts

Personnel and Organizational Practices:

Posting, archiving, access and document retention policies

Records manager and other staffing requirements

Posting of indexes and policies

Privacy

Web site:

Display and organization of information on city web sites

Navigation and accessibility

Searchable databases

Electronic Document Management (EDMS)

A document management system (DMS) is a computer system used to track and store electronic documents and/or images of paper documents. Electronic Document Management (EDM) provides electronic access to documents and information.

Proponents of EDM, including agencies of the federal government, credit EDM with promoting consistent implementation of business practices throughout an organization, improving customer service and reducing operating costs.

EDM technology deploys three tools: imaging, electronic folders and workflow. These technologies convert paper documents into electronic images and automate processing of documents:

- ◆ **Imaging:** Creation of electronic images of paper documents and storage of them on a computer for retrieval and viewing.
- ◆ **Electronic Folders:** The logical grouping of electronic documents for processing and reference.
- ◆ **Workflow:** Automation of business rules and procedures to replace the manual distribution of paper documents. Sets of related images are grouped by folder and moved from one process to another.

Electronic Document Access (EDA)

EDA is a an electronic file cabinet for the storage and retrieval of documents. An EDA's primary function is to provide access to official documents via the Web. The results can be viewed as Portable Document Format (PDF) files on the user's computer screen.

Designed to integrate with other electronic document initiatives, EDA provides an enterprise-wide virtual file cabinet and replaces the paper version of contracts and other documents with an electronic version. An electronic document can be accessed by authorized users using an Internet browser just about anywhere.

EDA benefits a wide range of employees, such as those who are involved with contract administration, accounts payables, finance, purchasing and filing. Vendors may be granted "view-only" access to contract documents.

Benefits of an EDA include:

- Timely information
- Electronic search and retrieval
- Increased visibility activities such as payment and purchasing
- Lower postage, handling, and document management and storage costs
- Supports multiple functions within organization
- Provides 24/7 access to documents

A September 7, 2006 Status Report by Interim Chief Information Officer Randall Murphy to the Making Government Work Better Committee noted that a Technology Reserve was established during the FY2006-2007 budget cycle that includes funding for RFP preparation and implementation planning to roll out Citywide EDMS services. The memorandum also discussed Web Content Management.

Subcommittee Recommendation:

The SRTF supports the speedy funding and deployment of Electronic Document Management / Web Content Management systems to better manage documents and Web content. Electronic management and retrieval of documents are necessary for sunshine reforms and will give the community and staff faster access to critical information while reducing document printing, storage and retrieval costs.

Approved unanimously by subcommittee August 10, 2007