**IMAGE-DM Constituent Group Discussion**

**November 8, 2012**

**Agenda**

Welcome and Introductions

Who is implementing?

Interactive Discussion – possible topics:

Planning, analyzing, selecting

ROI

Data retention standards

Data Integrity

Workflow

Hardware/Scanner recommendations

Storage and backup issues

Using student workers

Outsourcing

Helpful sources of information (e.g., AIIM)

**2012 Discussion**

Most people in the group were either in the midst of an implementation or selection. Discussion centered around challenges to implementation, importance of executive buy-in to success of implementation, indexing strategies, scanner recommendations, retention and other policies.

Challenges to implementation:  training, staffing, staff fear re: loss of job, lack of communication/cooperation between and among offices, agreement (or lack thereof) on campus indexing and retention policies.

Group discussed the importance of proper staffing to implement and maintain the system along with making sure everyone is trained in the use of the system.  Institution needs to agree on standards and make sure all users are following - for instance, when scanning, use 200 dpi grayscale; color should only be used when necessary.  When scanning in color or higher dpi, file sizes can become quite large which impacts storage.  Several of the institutions have experienced situations in which staff were reluctant to implement because they were afraid of losing their job - it's important to reassure employees that implementation of the system will free them up to do more interesting/challenging duties. The institution's Project Manager needs to ensure that offices are communicating frequently during the implementation and coming to a shared agreement about policies and procedures.  Retention policies should already be in place for paper documents and will need to be updated for electronic - very important to continue to follow retention policy with imaging system (it's easy to think you can keep everything since it's electronic).

Importance of executive buy-in:  Group discussed how important it is to have the support of the upper level administration during the implementation of an imaging and work flow system.  Executive support can alleviate many of the challenges listed above and the lack of support can greatly exacerbate them.

Indexing strategies:  It's important that the staff who are indexing are well trained in both the imaging system and the functional area.  If an item is not indexed properly it may be impossible to ever retrieve it again.  Don't try to index every field - if possible, interface with your SIS/ERP.  For instance, if you have an interface, you can index on ID number (vendor ID, etc.) and a few other fields depending on the functional area, and still search by name.

Scanner recommendations:  Consensus of the group was to buy the appropriate scanner for the job.  For instance, if you are planning to scan the entire back file (every file on every student/vendor/candidate), then you will need to invest in a high-end scanner that will allow you to scan in large batches at a high page per minute rate.  You can also consider outsourcing this task (but index in-house).  When possible, utilize student workers for scanning and staff for indexing.  Fujitsu was mentioned as the scanner of choice by some.

Retention and other policies: As mentioned above in challenges, each area should already have a retention policy in place for paper documents.  If not, those offices should create a policy before moving to electronic.  Whenever possible, set up rules within the imaging system to handle retention (automatic deletion of files after so many years).  Make sure the retention policy is followed - if not, you are opening up the institution to legal ramifications.  Not following a retention policy will also impact your storage requirements.  When different offices are sharing a file cabinet, they will need to agree on a retention policy but also on indexes, processes and work flows.

**2011 Discussion**

Group discussed how to go about choosing a vendor. Need good requirements list first and then identify vendors who can meet those requirements.

How do you choose who or which area should be implemented first? Pick low hanging fruit – areas that understand benefits and want to participate. After their successful implementation, other areas will ask to be included.

Importance of retention standards discussed. If you already have them, need to continue to follow them. If plan calls for a doc type to be destroyed after 5 years, need to purge from imaging system. If no plan, need to develop before implementation.

During implementation is a great opportunity to examine business processes and update. Important to have a dedicated staff member to focus on implementation. Installation and implementation similar to ERP implementation in cost and effort.

Quality control very important. Can easily become a black hole and you may never recover the docs if not imaged and indexed properly.