Standardized Digital Imaging
Perfect Your Pitch For the C-Suite
Then
Hit A Home Run With Your Imaging Program!

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What are some clues that you might need digital imaging?

Is your paper getting out of control?

Are your filing cabinets overflowing?

Is this where you have to go to find a file?

Are you constantly looking for documents that you can’t find?

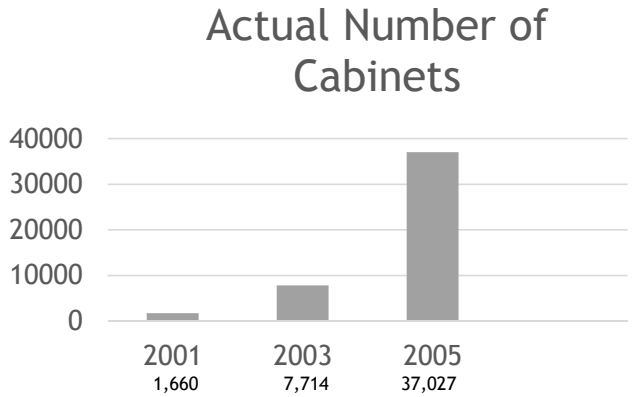
Do you have paper records leaving your office never to return again?

Are you unsure about what to keep and what to destroy so…

So it's just safer to keep everything …just in case!

Paper records still increasing:

A Municipal Government Office growth of paper records…



HAD THEY NOT STARTED A RECORDS MANAGEMENT PROGRAM AND USING DIGITAL RECORDS….

2011 – 4,628,375 File Cabinets
2013 – 23,141,875 File Cabinets

Top 8 reasons people consider a digitization project…

- Storage efficiency (space/management/archiving/backup)
- Improved information retrieval and access
- Streamlined workflow
- Enhanced collaboration
- Improved file tracking capabilities
- Compliance support
- Augment disaster recovery/business continuity plan
- Improved customer service


HELP!

Gain Support and Participation

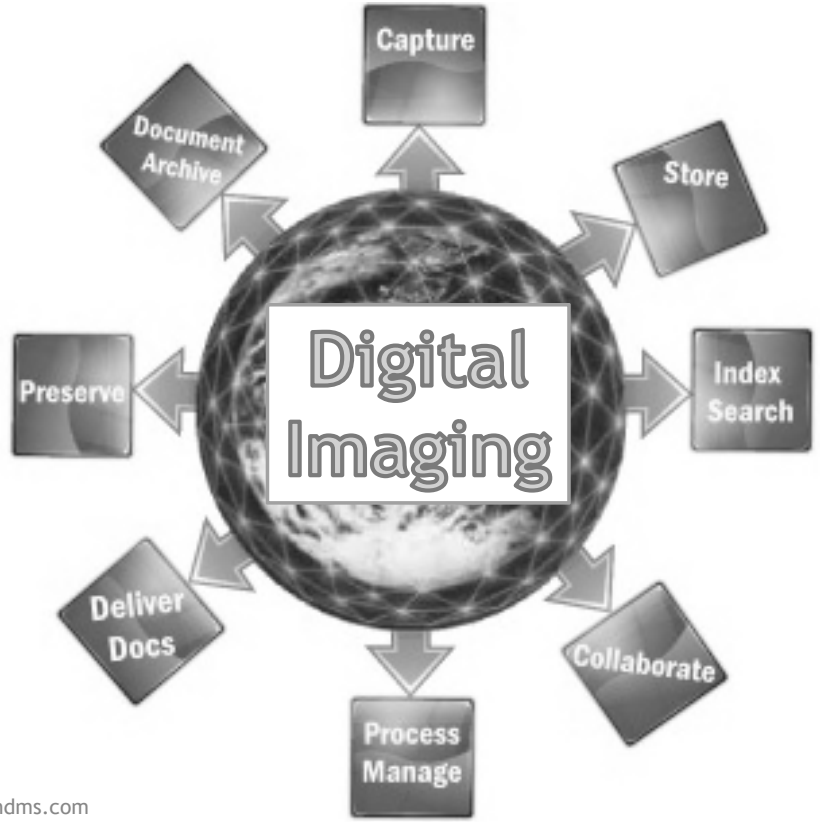
- Support – Sell the Corporate Benefits to Senior Management

- Participation – Promote Personal Reasons for Involvement - WIIFM

Be Prepared When You Get Your Chance

Know your Stats!

Benefits vs Cost



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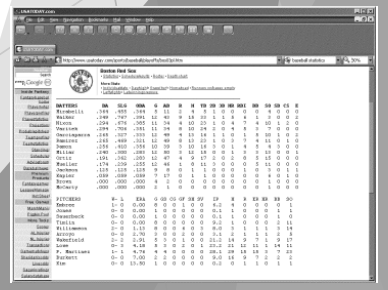


STRIKE 1: Efficient and competitive

STRIKE 2: Timely, accurate and usable

STRIKE 3: Show ROI in less than twelve months.

Get the facts on…

- What are your project drivers?

Space	Disaster waiting to happen	Improved Workflow	Access

- What are your desired outcomes?

Free up valuable office space	Mitigate disaster	Easy and Efficient Search capabilities	Access records from any desktop or smart device

- What are your end user requirements?

Eliminate the need for disorganized or expensive storage	Eliminate duplication	Enhance trust in finding the "COMPLETE" record	Collaboration

- What legislation and regulations are your records bound by?

FOIPP	Existing RM Policies	Legal	Privacy

Get the facts on…

- UNDERSTAND COST OF PAPER DM SYSTEMS
  - Usable Space Taken by File Cabinets
  - Off-Site Storage and Retrieval Fees
  - Annual File System Expenses
  - Duplicate Copies of Documents
  - Re-creation costs for lost Documents

- PRODUCTIVITY IMPACT
  - Searching for, Retrieving & Returning Documents to file cabinets
  - Inefficiency of having only one person work on the document at a time
  - Reviewing, Indexing & Storing Documents
  - Searching for Lost Documents
  - Time spent copying

Get the facts on…

- Active and inactive records
- Where are your files stored….all locations!
- Total footprint (in sq feet) of your records – Active, Inactive, Historical
- Percentage of information stored in off-site storage
- Costs associated with off-site storage and RETREIVAL
- Number of employees involved in performing filing and retrieval tasks
- Number of hours associated with employees filing, searching, retrieving
- Rank effectiveness of retrieving a paper file
- Understand your file tracking system
- $ spent annually on filing supplies

Show them how much paper is costing them now!

- On-site Document Storage
- Off-site Document Storage
- Paper file supplies
- Misplaced Files
- Copying
- Prime Office Real Estate

PARTICIPATION: Collaboration and Access Engage People Early to Help Plan For a Successful Digital Imaging Progrma!

Collaboration and Access

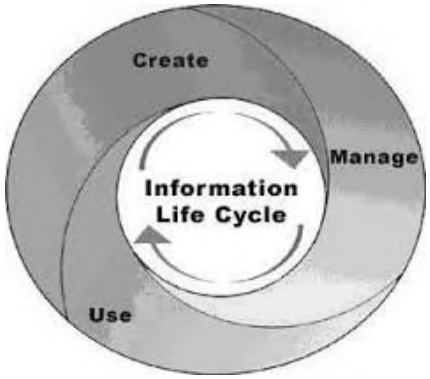
- Do you have staff in different physical locations needing access to the same information?
- What are the customer facing elements to consider?
- What happens when more than one person needs access to the same document?
- Assess the efficiency (or inefficiencies) of the workflow generated from your paper documents
- Talk to the staff about how they perform daily workflow. You will be amazed at the many different ways people will tell you they do the same thing!
  - This will start expanding your thinking around ways to standardize workflow

Compliance and Disaster Recovery

Compliance and Disaster Recovery

- How are your critical records currently identified and stored?
- Could you easily retrieve and turn over records in the case of litigation, audit or FOIPP requests? Would you find everything???
- How would a fire or flood affect your organization's records in their current state?
- What would have to be done to recover business critical information in the case of loss?

Records Management Perspective



Records Management

- Do you have an existing records management program?
- Are you anticipating rolling out any records management or enterprise content management platforms in the next 36 months?
- Are there any other major corporate initiatives underway that should be considered?
- Is there a merger or an acquisition in your organization's future?

Records Management

How quickly is your current records collection expanding?

Are your current filing practices and software applications compatible with the imaging process?

What budgetary considerations (i.e., software, equipment) need to be factored in?

Are storage and retrieval issues limiting your organization's ability to respond to business demands?

IT Perspective

IT

- Do you have enough server space for your digital images?
- How will your digital images be backed up?
- What software/hardware does your organization already have?
- Do you have an ECM that these images will be uploaded to?
- Who in your organization needs access to the digital images?
- Do you need access to your digital images outside of the organization?
- What security measures need to be put in place to protect the information?

Planning for your imaging project

- ✓ Create A Foundation For Success:
  - ✓ Do you have a plan?
  - ✓ Do you have policies and procedures?
- ✓ Will all of your files be scanned the same way every time?
- ✓ Do you know the chain of custody of your documents from coming off the shelf to creation of digital file?
- ✓ Will your end product be user friendly?
- ✓ How do you currently search for your paper documents?
- ✓ Do you have proper designated space for document prep and scanning?
- ✓ Do you have a procedure for colleagues to access paper documents during scanning process?

Expected Outcomes from Completing Your Business Case

You have done project planning to identify and resource
- Required Tools/Equipment
- Staffing
- Management support required to implement the changes

You are scanning and converting only the paper files you need to scan

You have Determined up front where you need help
- Consulting Services
- DYI vs Outsourcing
- Project Support
- Back Log Scanning
- Day Forward Workflow Plan


Retention period
Federal Guidelines
Taxonomy
Governance
Classification
RECORDS
MANAGEMENT
accuracy
DoD 5015.2
Storage & Preservation
Disposition
Compliance
Policies
metadata
Records


STANDARDS
MEMBERS
BECOME
AICPA
CHANCES
WHETHER
MATTER
NEW
GAAP
BOARD
INSTITUTE
RECOGNITION
THREE
EXPOSURE
RELEASED
EFFECTIVE
ACCOUNTING
CURRENT
REVENUE
FINANCIAL
STANDARDS
STANDARD
PREPORTING
HEDGING
HELP
DRAFT
LEASES
IMPORTANT
EXPECTED
UNDERSTAND
ACCOUNTING
COMPANIES
VIRTUALLY
CPAS
RESOURCES
REPORTING
PROVIDE
PARTS

Creating policies and procedures

- ISO Standards
- Records Management Retention and Disposition Guidelines

- **Canadian General Services Board Standards**

Applicability of the Standard

- Applies to recorded information and electronic records in IT Systems used by individuals and organizations operating in the private or public sector and on a profit or not-for-profit basis.
- Applies to all types of electronic records.

CGSB UPDATE – From PWGSC – Released For Review and Revision

TBS along with the CGSB Secretariat sponsored the revision and updating of both 72.11 and 72.34. The Committee on Micrographics and Image Management has been re-affirmed and a working group has been struck to revise, update and create new sections for the draft 72.34 Standard.

CAN / CGSB -72.11 – Microfilm and Electronic Images as Documentary Evidence will be lightly revised to align with 72.34. Section III from 72.11 has been removed. Key information that was removed from 72.11 will be addressed in the updated 72.34 standard.

What is CGSB?

- The Canadian General Standards Board, (CGSB) is a government agency within Public Works and Government Services Canada.
- Produces voluntary standards in a wide range of subject areas
- Is accredited by the Standards Council of Canada as a national standards-development organization.

Why would you want a CGSB Compliant Digital Imaging (DI) Program?

- CAN/CGSB 72.34 specifies principles and procedures for creating all forms of electronic records to enhance their admissibility as evidence in legal proceedings.
- The standard reflects ISO/IEC standards and the federal, provincial and territorial acts and regulations.




Why would you want a CGSB Compliant DI Program?

- Must always be ready to produce records as evidence in legal proceedings
- This standard enhances admissibility of electronic records
- Records documents including electronic images produced by or stored in a computer can stand in place of original paper records or copies of paper records

Elements Considered When Drafting the Standard

Business & operational requirements and best practices	International and National Standards ●ISO 15489-1 (RM) ●ISO/TR 15489-2 (RM) ●CAN/CSA-ISO/IEC 15944-1-04 ●CAN/CGSB 72.11 (Microfilm and E-Images as evidence)	Legal Requirements ●Legislation (federal, provincial and territorial) ●Jurisprudence (results of court actions, legal proceedings, etc)	Information and communications technology (ICT) requirements and standards

CAN/CGSB-72.34, Electronic Records as Documentary Evidence

To be used to build/integrate into various procedures and IT based applications of an organization as “How’s”

Applicability of the Standard

- Applies to recorded information and electronic records in IT Systems used by individuals and organizations operating in the private or public sector and on a profit or not-for-profit basis.
- Applies to all types of electronic records.

Scope of the Standard

- Applies to those who receive, create, capture, maintain, use, store or dispose of records electronically.
- Intended for use by those who want to ensure that the recorded information (electronic records and transactions) is trustworthy, reliable and recognized as AUTHENTIC.

Building Blocks of CGSB Compliant Imaging Program

1. Program Authorization
2. Program Responsibilities
3. Use of Service Bureaus for Scanning Services
4. Changes To Digital Imaging Program
5. Digital Imaging Procedures Manual
6. Revisions to DI Program Procedure Manual
7. Preparation of Documents for Electronic Image Capture
8. Document Preparation
9. Digital Imaging Program Basic and Evidentiary Control Objectives
10. Image Capture and Transitional Storage
11. Transitional Storage
12. Secure Storage
13. Maintenance of Image Indexing
14. Evidentiary Requirements
15. Maintaining Audit Trails
16. Supervisory Control of Image Capture Process
17. Disposal of Source Records

Program Authorization

- Confirmation that the DI Program will form a part of the usual and ordinary course of business of the departments and/or divisions that make use of the Program and will clearly identify the following:
  - The authorization of the Program
  - Identify and approve the records or types of records that will be captured by the Society
  - Identify and approve the records or types of records that will be retained by the departments and/or divisions that make use of the Program
  - Authorize the disposal of source records
  - Authorize the method of recording and certifying that the activities authorized were/are in fact carried out as required

Program Responsibilities

Senior management will assign responsibility for each of the above noted authorizations:

- The establishment of the DI Program
- Records or types of records approved to be captured
- Records or types of records to be retained
- Disposal of source records
- Method for verifying and certifying that the authorized activities were in fact carried out as required.
- Authorizing individuals shall be named via organization position title, designated in writing and given clearly defined authority.

DI Procedures Manual

There will be a comprehensive Procedures Manual describing the DI Program. This Procedures Manual addresses areas such as:

- Describe the type of records to be digitized
- Describe the capture process
- State that source records must be available for retake until images on transitional storage are quality assured
- State that the source records must not be destroyed until quality assurance has been completed and documented
- That the capture operator performs quality assurance of equipment
- The capture operator certifies that the image file is a complete record of the documents passed to him/her for capture
- Describe the indexing process
- Describe the quality control process
- Describe the process for the retrieval of source record or image
- Describe procedures for secure storage
- Describe how to ensure the integrity and security of the image and its index
- Include procedures for the storage of removable media (if applicable)
- Describe the backup and recovery process ensuring there is a backup copy of the electronic images and the ind information securely maintained off-site
- Describe the process for the disposal of records from the image management system

Preparation of Documents for Electronic Capture

There is evidence of awareness and compliance with standards for the preparation of original paper documents. Considerations include:

- Physical Characteristics
- Paper Size
- Orientation
- Paper colour
- Ink colour
- Related Document Page Elements
- Barcodes
- Line Art
- OCR Requirements
- Typography
- OCR type considerations
- Type style
- Character size, style and weight
- Margins
- Colour Combinations
- Paper Finish
- Bleed through
- Paper thickness
- Printed Documents
- Image contrast
- Dot matrix printing
- Watermarks
- Continuous tone photo fill-in areas
- Colour pictures
- Stamps
- Backgrounds

Image Capture and Transitional Storage

A basic control objective is to assure all source records that are authorized for capture on transitional storage are processed according to the DI Program and are complete.

Transitional storage is where images are maintained until they are validated prior to migration to an authorized secured repository. To achieve this objective means:

- All source records authorized for capture on transitional storage are written to secure storage
- Proof that all source records designated for capture were in fact captured
- There are set control procedures for rescans or correction of rejected images
- Documentation of the date and location of capture and any subsequent corrections
- The image capture process could record the metadata such as:
- Date captured
- Time of capture
- Operator identification
- Capture device identification and location
- Batch
- Box ID
- Box ID Value

Secured Storage

The secured storage environment holds the quality assured images during their retention period and conforms to all control objectives set out in policies and procedures. Images held in transitional storage are to be validated and then completely converted to secure storage within a reasonable period of their capture to transitional storage. The images in secured storage will be:

- Checked to assure the conversion from transitional storage to secure storage results in the whole of the original record
- Confirmed that only the images authorized by the DI Program were converted to the secure storage
- Only converted to secure storage after all quality control checks have been performed
- The source records can only be disposed of after conversion to secure storage has taken place
- The converted to secured images will be protected against loss or damage through accident or omission by protecting images against disasters, mischief, accidental erasure, and unauthorized annotation or replacement.

Maintenance of Image Indexing

All images captured to replace original source records must have indexing attached to them that identify the documents completely and that is also used in document retrieval.

- The metadata information created for the purpose of locating specific images will be consistent, accurate, authorized and in accordance with approved indexing and metadata schema.
- Control techniques are in place to ensure that the indexing related to images cannot be lost or damaged through accident or omission. This includes basic protection against disasters, mischief, accidental erasure and unauthorized annotation or replacement.

Evidentiary Controls

Evidentiary controls are required for every organizations records management procedures. These requirements are generally specified as:

- The organization has received legal advice for its record keeping system to determine what evidence is required to overcome problems of admissibility with stored images
- At all times the organization is prepared to produce its images as evidence
- The recommended ten points to cope with legal uncertainties as to what makes a business document admissible are:
- Proof of the sources of images
- Proof that the images were recorded simultaneous with the events they relate to
- Proof that the images form part of routine business activities
- Proof that use in court does not violate principle of privilege or confidentiality

Evidentiary Controls Cont'd

- Proof that entry of the images into the record-keeping system were made in the regular course of business
- Proof that the images conform to industry standards
- Proof that the business relies on the images to conduct its business
- Proof that the software used to support and maintain the images has a demonstrated history of reliability
- Proof that from the time of storage to the time of the production of the images as evidence there is a record of all system alterations
- Proof of the security procedures used to guarantee the integrity of the images housed in the record keeping system. Specifically:
  - Protection against unauthorized access
  - Process for verification of data and statements in images
  - Safeguarding of communication lines
- Maintaining copies (back ups) of images for the purpose of verification or replacement of falsified, lost or destroyed images

Maintaining Audit Trails

- The record keeping system that houses the images will operate in a way that the application of basic and supervisory control techniques can be easily proved. All authorization functions will be traceable through controlled bibliographic and biographic information to specific individuals and equipment operating as prescribed in the Digital Imaging Procedures Manual.

Supervisory Control over Image Capture Process

- Supervisory control techniques will be in place to ensure operation in accordance with the Digital Imaging Procedures Manual. These will include the appointment of an officer responsible for the integrity of the image management program, and the systematic supervision from image capture to disposition and storage.

Disposal of Source Records

- When the decision is made to dispose of the source records, there will be proof of disposal and replacement of the source records with images. The image produced will be treated as copies of original source records which will no longer be available. The absence of the source record is adequately explained through a Certificate of Disposal of Source Records explaining the creation of images and the disposal of the source records. It will be clear that the intention of the image is to stand in the place of the source record.

Sample Compliant DI Process

1. Business analysis,
2. Document inventory/document review
3. Preparation of paper documents
4. Development of document types and scanner settings
5. Scanning of documents
6. Quality control
7. Re-scan
8. Quality assurance
9. Data migration
10. Quality Assurance

Business Analysis and Document Inventory

The business rationale to convert the records to an electronic format

Examination of physical paper documents to evaluate their suitability for imaging.

The metadata elements to enable efficient search and retrieval

The risk analysis to determine impact of not imaging and system requirements such as user access rights and security

The business continuity, backup and storage requirements and associated technology costs

The archival or preservation assessment of the documents and the review and update of existing records retention and disposition schedules

- which records will be designated as the master records once they are converted to electronic format
- how to schedule the source records for appropriate disposition
- requirements to manage the life cycle of the digitized records
- the examination of current legal and regulatory requirements such as compliance and preservation.

Sample Inventory

BOX NUMBER	DOCUMENT NAME	REG BW	REG GS	REG COL	L BW	L GS	L COL	XL BW	XL GS	XL COL	BOUND PAGES	TOTAL PAGES
												0
												0
												0
												0
												0
												0
												0
												0
												0
												0

Preparation of Paper Documents

The procedures performed to correct any issues either to the physical paper document or the digitized version must be documented within the Digital Imaging Procedures Manual. When the physical condition of the original document is not acceptable, possible fixes could be to photocopy the original or to use transparent wallets. Some of the major influencing factors that may cause digitization imaging difficulties are:

- weight (tissue, carbon, card stock, etc)
- size (documents may need to be reduced)
- condition (creased, stapled, rolled, brittle, ripped, folded edges, etc)
- orientation (requires documents to be rotated)
- unique finishes (transparent, semi-transparent or opaque)
- binding (books, booklets, perforations)
- color
- embossing (usually in the form of seals)
- stick-on notes (must be distinguished from documents)
- staples, paper clips

Document Preparation and Scanning Instructions	
1	Remove all paper from file folder
2	Ensure pages stay in the order that they appear in the folder when completing document prep
3	Remove all large pages and place them at the back of the file to be scanned. Digital image will appear at the end of the file. A notification page will be inserted into the Digital image where the large page was in the file.
4	Add folder separators. If a file within a box does not have a folder separator, return file number to The Client for the creation of the corresponding separator sheet. If there is a separator page that does not hav e a corresponding file within the box, return the separator page to The Client.
5	Remove staples, paper clips, pins, and blank pages
6	Straighten folds or creases
7	Remove sticky notes that add no value (non-record elements: filing instructions, recipient name)
8	Separate multi-part endorsements and scan both pages
9	Open Envelopes – Need to be scanned DO NOT REMOVE CONTENTS FROM ENVELOPE. IF IT WILL NOT GO THROUGH SCANNER THEN PAGES CAN BE REMOVED AND ENVELOPE SCANNED
10	Sealed Envelopes – DO NOT OPEN SEALED ENVELOPES. This is REGISTERED MAIL, they will need to be scanned into the digital file then after scanning placed in a separate box, in its file folder, with the policy number written on the back of the envelope and returned to The Client.
11	Tape down sticky notes that add record value (record elements: telephone conversation) *Ensure sticky does not cover text on the page. If page is full place sticky on a blank page immediately following the page it was attached to.
12	Tape smaller documents onto 8.5 x 11 paper (ie photos, receipts). DO NOT SCAN CALCULATOR RECEIPTS. JUST PLACE THEM IN THE BACK OF THE FILE. Any other small documents are to be scanned.
13	If one edge is 8.5 align with top edge of paper docs Anything not 8.5 in width must be taped to separate blank sheet
14	Stamp to denote poor quality original where text is not clear (Identify any faded fax sheets, these may need a setting adjustment on the scanner)
15	Repair paper that has tears or holes that might impede scanning Flip page for straight edge to be put through scanner, Photocopy pages that are of too bad of quality to go through the scanner. As a last resort, cut torn areas of paper where it is the leading edge and no text exists
16	Pull pages apart by fanning pages
17	All pages are to be scanned in colour at 300 DPI
18	All photos are to be scanned one at a time
19	Return anything that is not scanable (CD's, magnetic tapes, large diagrams). Put in original folder & send back to The Client
20	We will add a Bates Stamp to the electronic images that states: PDMS – Scanned – Current Date in long date format (ie: October 21, 2013)
21	For the electronic file the green separator page will be dropped

Document Preparation Level 2 – Post Scanning

1	Quality control check before scanning
2	Paper Files do not have to be put back together after scanning. They can just be placed back into the correct box they came out of.
3	Sealed envelopes and any foreign objects found in the file are to be placed back into the file folder and returned to The Client.
4	Envelopes and pages smaller than letter size will NOT be cropped to original size or rotated during QC
5	If a page is folded and is covering text or a signature it needs to be rescanned.

Scan

Documents are scanned using a specific scanning technology. Proper scanning technologies and processes ensure the best possible image capture. The Scanning Team focuses on general project requirements (such as image settings, file format, page size and paper thickness), and specific project requirements (such as special processing of odd-size pages, color images and double-sided pages).

The count of prepared documents must be compared and must match with the number of documents digitized

Quality Control

Specific checks within the quality control phase must be documented to reduce the risk of insufficient image quality and inaccurate metadata. Quality control criteria for digitized images and its associated metadata include:

- count of prepped docs must be compared & matched with the number of docs digitized,
- the number of pages of a digitized multi-page document must be compared and reconciled with the number of pages in the original format,
- capability to separate individual digitized documents if multiple documents are digitized in a single batch,
- completeness and accuracy of detail by ensuring the source document content has been captured in its entirety in the digitized imaged version (e.g. overall legibility, clarity of punctuation marks smallest type size for text),
- scanner generated speckle (i.e. speckle not on original document)
- density of solid black areas;
- color fidelity,
- page alignment,
- minimum dpi
- image type,
- output format,
- metadata accuracy.

Re-Scan

Re-Scan is implemented when image quality and accuracy of associated metadata fails the quality control checks. If the digitized images require a re-scan, then the re-scanned images and associated metadata must proceed through the quality control phase again.

Quality Assurance

Quality Assurance is the process of verifying or determining whether imaging quality within a digital imaging assignment meets or exceeds expectations. The quality assurance ratio is the number of digitized images and the associated metadata checked against the physical count of original documents. A designate from the program area is responsible for ensuring all aspects of the digitization imaging process meet specified program area requirements. The designate is responsible for documenting within the Digitization Imaging Procedures Manual the implemented procedures including the process to amend inaccurate metadata or unsatisfactory quality images. The steps to determine the quality assurance ratio to implement are:

1. determine the volume of documents that needs to be digitized,
2. determine probability of litigation,
3. define the service level (allowable error percentage),
4. define what constitutes as an error,
5. set a benchmark,
6. examine benchmark results, and
7. reduce quality assurance ratio.

PrecisionDMS - CGSB Based Project Methodology

Box/File Inventory	Folder Preparation	Document Preparation	Document Imaging	Quality Control	Quality Assurance	Migration
	QC	QC	QC			

- Box/File Inventory – Understand the records, learn what is in the files
- Folder Preparation – Identify Metadata, classification, batches, logs, etc.
- Document Preparation – Pull staples, unbind documents, fix documents, etc.
- Document Imaging – Scan and index documents to create digital images, etc.
- Quality Control – Ensure images readable, all documents captured and digital file is exact replication of paper file.
- Quality Assurance – Image verification, etc. (in collaboration with client)
- Migration – Move images to electronic document storage system.

Benchmark Samples

- **Set Benchmarks**
- Set a benchmark for errors by performing quality assurance at a ratio of 1:1 for a subset of the record collection. The recommended subset size is 20% of the total volume being digitized. The benchmark incorporates checks for both image and metadata and confirms the error criteria.
- Total Number of Files to Be Scanned: 20,000 - 20% of Total Volume: 4,000

- **Examine Benchmark Results**
- If the benchmark results in an error ratio greater than 99.9% in your subset (1 error within a set of 1,000 images) then re-exam the process implemented for the document preparation phase and incorporate more stringent requirements. The document preparation phase corrects any problems to the physical records that may cause scanning difficulties.

- **Reduce Quality Assurance Ratio**
- If the benchmark results in an error ratio less than 99.9% (one error within a set of 1,000 images) then reduce the quality assurance ratio. Keep in mind the quality assurance ratio must take into consideration the probability of litigation.
- If there is a high probability of litigation then the recommended practice is a ratio
- of 1:100 for the duration of the digital imaging project.

Sources

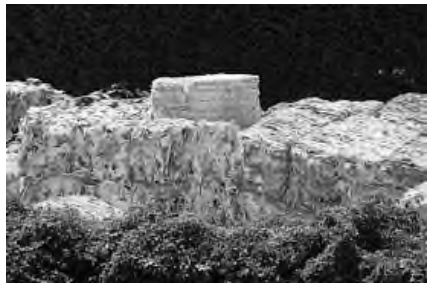
- “Government of Canada Canadian General Standards Board CAN/CGSB-72.34”
  - Electronic Records as Documentary Evidence
- ANSI/AIIM MS 44
- ANSI/AIIM MS 52
  - RECOMMENDED PRACTICE FOR THE REQUIREMENTS AND CHARACTERISTICS OF DOCUMENTS INTENDED FOR OPTICAL SCANNING

Document Imaging when done properly can let you:

- Automatically create backups of your paper files
- Secure sensitive documents from unauthorized access
- Allow multiple users to access the same document
- Reclaim valuable office space
- Increase efficiency of your employees
- Improve responsiveness to your clients
- Eliminate the chaos of misplaced or lost files
- Access documents instantly and easily from any PC
- Access documents outside of your organization

Fun Facts About Paper

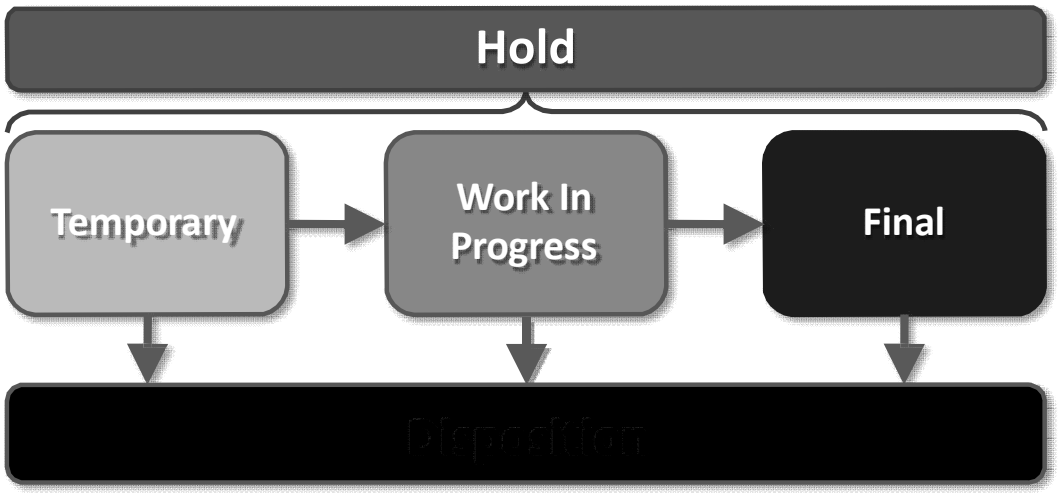
- The average office worker continues to use a staggering 10,000 sheets of copy paper every year
- In the last 20 years, the combined usage of today's top ten paper users has increased from 92 million tons to 208 million, which is a growth of 126%. So the use of computers is not slowing the amount paper we use....remember 15 years ago when people would say that we will soon live in "Paperless Society"!
- Recycling 40 Banker's Boxes of paper saves about 17 trees.
- Recycling 300 Banker's Boxes of paper saves about 125 trees, 1,950 gallons of oil, 24 cubic yards of land fill space, 30,000 kilowatts of energy and 52,500 gallons of water.
- **Paper productivity costs**
  - A typical employee spends 30% – 40% of their time looking for information
  - The average document is copied 9 to 11 times
  - Filing costs average $20 per document
  - Each misfiled document costs $125
  - Each lost document costs $350-$700
  - When an employee leaves a company 70% of his knowledge walks out the door with him
  - Each 4-drawer file cabinet holds an average of 10,000 to 12,000 documents, takes up to 9 square feet of floor space, and costs $1,500 per year
  - Every 12 filing cabinets requires an additional employee to maintain
  - 18 minutes is the average search time for a document
  - More than 70% of today's businesses would fail within 3 weeks if they suffered a catastrophic loss of paper-based records due to fire or flood.
  - Paper in the average business grows by 22% a year, meaning your paper will double in 3.3 years!



Other areas of consideration when developing a digital imaging program

- Legal Risks and Mitigations
- Canadian General Services Board Standards for Digital Imaging
- 10 Steps to a Successful Scanning Project
- Hardware Considerations
- Digital Imaging Software Considerations
- Electronic Document Management Software Considerations

The Value of the Information Lifecycle



Best Practice Principle

- All Information is **managed** from creation to disposition
- **Retention** for all information in every state of the ILC
- **Early classification** (indexing) is an important step to compliance
- Rules are **programmatically enforced** by the technology

Result: **Predictability**, **Relevance**, **Accuracy**, **Confidence** and **Trust**

THANK YOU!

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