CHAPTER 13

ELECTRONIC DOCUMENT MANAGEMENT SYSTEM (EDMS) REQUIREMENTS

PURPOSE:

The purpose of this procedure is to establish requirements for electronic records scanned/imported into the Department's Electronic Document Management System (EDMS), and to ensure those records are legible, complete, and retrievable.

AUTHORITY:

Sections 20.23(3) (a) and 334.048(3), Florida Statutes (F.S.)

REFERENCES:

Chapters 1B-26.003; and 60GG-2; Florida Administrative Code (F.A.C.)
Chapter 119, Florida Statutes (F.S.)
ANSI/AIIM MS44-1998 (R1993) - Recommended Practice for Quality Control of Image Scanners (Account Required)
ANSI/AIIM MS52-1991 - Recommended Practice for the Requirements and Characteristics of Original Documents Intended for Optical Scanning (Account Required)
ANSI/AIIM TR15-1997 - Planning Considerations, Addressing Preparation of Documents for Image Capture 6 (Account Required)
Records Management, Topic No. 050-020-025
Standard Operating System, Topic No. 025-020-002

SCOPE:

This procedure applies to all offices that store records in any Department electronic document management system (EDMS).

13.1   GENERAL INFORMATION

13.1.1 Core Elements of Electronic Records Management

Records created and/or maintained within any of the Department's EDMS shall serve as the official record copy if the source record was created for or by the Department. It is the Department's intent that once records have been scanned and record destruction requirements have been met, a request to destroy the paper records will be submitted using *Form No. 050-020-06, Records Disposition Request*. Disposal of paper records must be in accordance with the General Records Schedule.

13.1.2 Scanned/imported image quality and effective indexing protocols must be established and documented in detail in an office's local EDMS procedure.

13.1.3 All retention requirements applicable to a specific paper document also apply to an electronic copy of that document. Refer to *Topic No. 050-020-025, Records Management*.

13.1.4 The application owner will be responsible for ensuring the internal business area EDMS process is documented in a local procedure and adhered to by their respective business area. This local procedure should answer the "what, when, where, who, why, and how" for each significant stage or phase of that office's EDMS process, and must identify the quality controls being relied upon to provide the Department's management with sufficient assurance that electronic documents produced are legible, complete, and retrievable.

13.1.5 In developing enterprise EDMS processes, personnel from the Application Services Office, Office of Information Technology (OIT) will work with offices to develop local EDMS procedures that identify the process that, when adhered to, will provide the Department's management with sufficient assurance that scanned/imported documents are legible, complete, and retrievable. The local EDMS procedure must, at a minimum, address the following:

- Process control requirements to prevent defects, scanning, and roles and responsibilities
- Indexing/Attribution standards
- Document tracking process that will identify documents that need to be scanned/imported
- Testing and sampling method
- Quality control requirements to detect defects and ensure document legibility, completeness, and retrievability
- Backup and offsite storage

13.1.6 The Office of Information Technology will be responsible for backup and offsite storage requirements for offices that are establishing an enterprise or one-location EDMS.

13.1.7 Offices shall not establish an independent EDMS and must comply with all requirements in this procedure. Existing solutions will be exempted with the goal of eventual conversion to the Enterprise EDMS solution. Expansion projects of an existing solution will need to be submitted as a technology proposal.

13.1.8 As existing archiving or document management systems are in need of replacement or expansion, transition to the existing FDOT enterprise EDMS platform is required.

13.2 FRONT END ACTIONS AND QUALITY CONTROL (QC) MEASURES

13.2.1 The overall acceptance and success of the Department's EDMS will depend on the successful completion of all appropriate quality assurance tasks, including detailed planning for each office's EDMS process, followed by the implementation of quality control inspections and tests for "front end" prepping, scanning, and indexing functions. The front-end activities are labor intensive. Scanning/importing offices must pay very close attention to front-end activities to ensure the image quality of the documents scanned/imported into the EDMS is maintained. If the quality of images prepared for electronic storage is poor, then the electronic images will be impaired. Additionally, offices must also pay very close attention to ensure a high quality of indexing is maintained for later retrieval of the documents. If the quality of the indexing is poor, then documents may not be retrievable. The following actions will help ensure the quality of the electronic records is maintained:

(A) Each office shall develop equipment-specific QC tasks to preserve the quality of images as well as the quality of indexing operations. These quality control tasks will be identified in the office's local EDMS procedure.

(B) Scanning/importing offices are responsible for ensuring the performance of daily QC tasks for scanning, indexing, and retrieval. The central office enterprise system owner is responsible for conducting a review of each scanning/importing office's local EDMS procedure and operations to ensure document scanning operations comply with the requirements of this procedure as part of their quality assurance review (QAR) plan for district functions.

(C) The Department's Records Management Liaison Officer, Office of Support Services, is responsible for conducting QAR's of central office units using a one-location EDMS. QAR's of district units using a one-

location EDMS will be conducted by the District Records Management Coordinator.

13.3 SCANNING/IMPORTING AND INDEXING REQUIREMENTS

13.3.1 Calibration and Maintenance

The scanning/importing office's local EDMS procedure must include a requirement with accountability for ensuring that calibration and maintenance of the scanners is conducted based upon the manufacturer's recommended schedule.

13.3.2 Verification and Inspection

The scanning/importing office's local EDMS procedure must include a requirement with accountability for ensuring that visual image inspection of scanned/imported documents is performed to verify the retrievability, legibility, page count and accuracy of the documents that have been stored in the Department's EDMS.

13.3.3 QC Sampling Method

The scanning/importing office's local EDMS procedure must include a requirement with accountability for ensuring the readability of electronically stored images by identifying a testing/sampling method. When an office initially starts scanning/importing documents into the system, it must sample 100% of the images stored in the system and achieve 100% accuracy for the specified time period stated in its local EDMS procedure. When the complete EDMS process is functioning as designed, (prepping, scanning/importing, indexing, and retrieval), sampling may be reduced in accordance with the QC standards stated in the office's local EDMS procedure, but not to less than 10% with 100% accuracy.

13.3.4 Unacceptable Documents

If the results of the QC tasks identify a document that did not comply with the scanning/importing requirements (legible, complete, and retrievable) the document or relevant pages should be immediately re-scanned/re-imported and reviewed again to prevent document loss. When the re-work is successful, the defective electronic record must be deleted. Each office must stamp or hand-write the following statement on every original page to be scanned that is illegible: "Due to the illegibility or condition of the source document, the electronic copy of this page may not be legible."

13.3.5 Quality Control Testing

13.3.5.1   At the beginning of each scanning/importing day, the first document scanned and/or imported will be considered a test document. If the scanned and/or

imported test document is properly indexed, legible, and complete, it shall be printed and the printed output reviewed for legibility. If the printed output is legible, then daily production scanning/importing may continue.

13.3.5.2   Images of test documents will be viewed on a monitor and compared with the original copy and the printed copy. The print quality must be good enough so that it does not produce any image distortion such as wavy lines, dark or light spots, or misalignment. If the printed copy is not acceptable, the printer must be checked and repaired if needed. If the problem is not printer related, the scanner must be checked and repaired if needed.

13.3.5.3   QC testing will be repeated until acceptable results are achieved. The printed test document will be used for comparison to the test image on the screen. The on-screen image is to be viewed at a 1:1 ratio in order to avoid reduced resolution and windowed images.

13.3.5.4   If the QC testing is not successful, it must be assumed that either the scanner or another component is not working properly and additional corrective maintenance must be performed until the problem is identified and corrected.

13.3.5.5   There are times when equipment testing will need to be done more than once a day. Test documents must be scanned, printed, and subjected to the above QC testing after:

- Maintenance or repairs have been performed on any equipment used to scan.
- The scanner has been recalibrated for any reason.
- Scanner hardware or software settings have changed.

13.4   DAILY OPERATIONAL PRACTICE AND TEST REQUIREMENT

QC testing must be performed each scanning/importing day. As a recommended practice, if more than one individual is responsible for scanning/importing, each individual should perform QC tests on documents scanned/imported by the other employee. The QC testing shall include test retrievals and visual inspections that are equal to, based on the document index, a 10% random sampling of the scanned/imported documents stored that day.

TRAINING:

OIT will offer training to offices using the enterprise EDMS. The scanning/importing office manager is responsible for providing training to assist users in complying with the requirements in the office's local EDMS procedure.

FORMS:

Records Disposition Request, Form No. 050-020-06