DEVELOPING VISIONARY LEADERS
for a Changing World

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Session 246

Thursday March 27, 2008 , 2:30 pm - 3:30 pm

Document Imaging: The Devil in the Details

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STOUT
UNIVERSITY OF WISCONSIN

This Session:

- **Where to Begin - Kristin**
  - Application Users
  - Organization
  - Indexing
  - Inventory and Purging
- **Those Pesky Details - David**
  - Web Application
  - System Compatibility
  - Storage Capacity
- **Implemented, Now What? - Jeff**
  - Maintenance Considerations
  - IT and Campus Relationships
  - Imaging Upgrades

Where to begin...

- What is the Purpose of the Imaging System?
  - Archive
  - Document Processing (Workflow)
  - Both?
- Compatibility with other software
  - Will you be emailing images?
  - Sending images via Fax?
- System Management
  - Server Maintenance
  - Software Maintenance
  - In office, "expert" user(s)

Application Users

- How many licenses will you need?
  - Does your institution have a site license?
- Will users outside your office need to access images?
  - Archive:
    - Would Advisers like to see…
      - Transfer Transcripts?
      - Admission Applications?
      - Administrative Action Forms
  - Workflow:
    - Will documents need to route outside your office?

Organization/Indexing

Drawer (RO/OFA/OA)

Folder (Student ID)

Tab (Document?)

???

Importance of Indexing

- Vital to Security
  - Can users only see what they need to see? (Can they be limited to specific drawer/tab/document type?)
- Efficiency
  - Too much indexing
    - Now: Slower to load images, more sorting, etc.
    - Later: Faster to find exactly what you want
  - Too little indexing
    - Now: Faster to load images, less breakdown
    - Later: Slower to find data, sorting through many pages

Inventory/Purging

- Inventory by office and document type - include retention schedule/life-span of data
- Determine a purging strategy...and be able to justify it
- Ensure your indexing allows you to identify what needs to be purged
- Could these images be removed from the imaging system and stored offline?

If there's confidential information on the document, be able to justify the institution's retention need and the document's residence on a server...or think about purging, storing offline.

- *Should you keep a 10-year-old financial aid application for someone who never attended your institution?*

Other Thoughts

- Remove unnecessary, highly confidential info before imagining
  - After Student ID is indentified and noted on the paper, black out SSN before scan? Credit card number?
- Are necessary audits available?
  - Can staff annotate the image and print/mail without audit of what was on annotation?
- Let workflow do the work for you
  - Simply recreating old processes in imaging will probably not increase your efficiency – it may even slow you down
  - Don't let old habits determine new processes - think first about **what** needs to get done, **not how**. Then, draft new processes use the imaging tools to their fullest…and give it a chance to work.

Those pesky details

Web Application - Is your imaging system a true web application?

- ODBC setup required

- Dll downloads required

- Compatible with all browsers

Those pesky details

System compatibility – If your system is not a true web application does it work with multiple OS?

- Working with incompatible OS

- Working with upgrades (Oracle, SQL, etc...)

- Delivery of upgrades to imaging application

Those pesky details

Storage capacity - Is your system growing faster than expected?

- To purge or not to purge

- Costs involved with expansion

- Size of server and backup procedures

Implemented/ing, Now What?

Finished, Right? Not a chance… **STOP** ???

- Closely monitor your office imaging process

- Be flexible as you move forward

- Don't be afraid to change your mind

- What do you do with the imaged documents?

- Look to the future and consider new imaging/workflow projects (Dept Offering Changes, Grade Changes, Veterans, Withdrawal, etc)

Implemented/ing, Now What?

Stay Connected with your IT Department and Other Campus Users

- Monthly User Group Meetings

- Campus List Serve Network

- Back Up Planning and Procedures

- Campus Imaging Disaster Recovery Plan

- Communicate with Your Campus Colleagues

Implemented/ing, Now What?

Dealing with the Upgrades

- Interfacing/indexing with your SIS

- Software *Improvements*...

- Possible Software Security Upgrade which could Alter Your Purging Plans
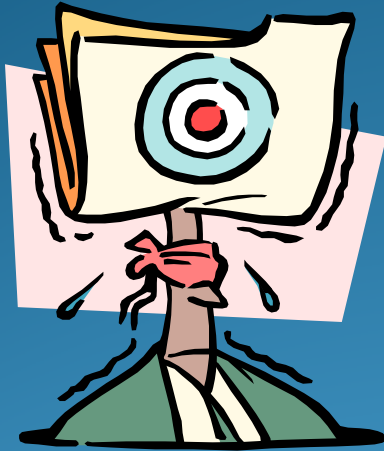
- Planning, Testing and Training is Never Completed

Implemented/ing, Now What?

Friendly Advice...

- Buy In - Involve your Office Staff in Planning

- Set Realistic Timelines

- User Access, Security, and Purging Practices in Set Up

- Be Flexible, but don't Sacrifice Quality Control

- The Possibilities are Endless, You Will Never be Done!

Questions?

Thanks !

Don't forget to complete an evaluation form