

Leadership ICMA 2013 Capstone Project





Comprehensive Records Management System

HOME OF 'THE BEST QUALITY OF LIFE IN GEORGIA'

MILTON



ESTABLISHED 2006

Team Milton



Meredith Hauck
Riverside, MO



Matt McCombs
Addison, TX



Ryan Eggleston
South Fayette, PA



C. Seth Sumner
Savannah, TN



Look Familiar?



Records management in the early days...

<https://www.youtube.com/watch?v=mipZbZa2XMk>

Our Mission

- Conduct an In-Depth Analysis of Current Records Management System
- Identify Best Practices (Government and Business)
- Create a Strategic Implementation Guide

WARNING



**CHALLENGES
AHEAD**



Outdated Software

- File size limitations
- Unreliable search results
- Accidental deletion of documents
- Full text search only available with .TIFF files
- Only administrator can create files
- Incompatible with other software systems



Other Concerns...

- Defining the purpose of the new system
- Records retention



Questions to Consider When Implementing a New System...



- Is it possible to go paperless?
- Who is responsible for inputting documents into the system and maintaining the system moving forward?
- How can staff avoid duplicating work that is already being done in another system?
- How will oversize plans be handled?
- Will electronic records be destroyed or retained indefinitely?
- How will native electronic files be inputted into the system?

The Good News...

- **Open** to using a document management system
- Interested in finding ways to **create efficiencies** by interfacing software
- **Promote transparency** internally and externally
- Develop **creative solutions** to staffing challenges

CAPSTONE FINDINGS AND RECOMMENDATIONS



"If we're being honest, it was your decision to follow my recommendations that cost you money."



Case Study





How E-Records Management Works

<https://www.youtube.com/watch?v=zpxb5eE000E>

How E-Records Management Works (Continued)

The screenshot displays the Laserfiche software interface. The window title is "2008 - Laserfiche". The menu bar includes File, Edit, View, Tasks, Tools, Records, Window, and Help. The toolbar contains various icons for file operations. The location bar shows "Addison\01 City Secretary\1000-25 Contracts, Leases and Agreements\2008". The folder tree on the left shows a hierarchy starting with "Laserfiche Repositories" and "Addison", leading to "01 City Secretary" and "1000-25 Contracts, Leases and Agreements". The main pane displays a table of records for the year 2008.

Name	Pages	Inde...	Template N...	Creation Date
03-21-2008, Amendment to extend the agreement for local hotel ...	11	Yes	Contracts, Leases ...	2/7/2013 2:35:11 PM
10-13-2008, agreement TOA and HNTB, work order no. 6; Belt Li...	5	Yes	Contracts, Leases ...	2/7/2013 2:40:14 PM
Cavanaugh Flight Museum Memorandum of Understanding (M...	6	Yes	Contracts, Leases ...	11/2/2010 7:58:55 AM
Half, Asso. for Stormwater Master Plan Study	28	Yes	Contracts, Leases ...	1/29/2009 7:57:01 AM
Half, Asso. for Stormwater Master Plan Study Upper N. Dallas To...	28	Yes	Contracts, Leases ...	1/9/2009 12:43:48 PM
Interlocal City of Dallas & TOA for Backup Public Safety & Air Ti...	3	Yes	Contracts, Leases ...	6/9/2010 8:31:36 AM
Interlocal City of Dallas/TOA for Backup Communications	3	Yes	Contracts, Leases ...	6/28/2010 11:11:09 AM
Interlocal Dallas Backup Emergency Air Time	4	Yes	Contracts, Leases ...	1/29/2009 7:57:03 AM
Interlocal Dallas Backup Emergency Air Time	4	Yes	Contracts, Leases ...	1/9/2009 12:09:50 PM
Judge Dwight 2732	2	Yes	Contracts, Leases ...	2/27/2009 4:21:14 PM
Judge Dwight 2851	2	Yes	Contracts, Leases ...	3/3/2009 7:46:18 AM
Judge Fenton 2852	2	Yes	Contracts, Leases ...	3/3/2009 7:46:19 AM
Judge Specht 2731	2	Yes	Contracts, Leases ...	2/27/2009 3:56:14 PM
Kimley-Horn Traffic Signal Upgrade	2	Yes	Contracts, Leases ...	1/29/2009 12:45:02 PM
Metro PCS 9-1-1 (Approved at 4/14/09 Council Meeting) 8625	21	Yes	Contracts, Leases ...	5/6/2009 9:47:01 AM
Metro PCS 9-1-1 (Extra copy) 4655	23	Yes	Contracts, Leases ...	4/20/2009 3:38:54 PM
NTTA Easement Waiver & Release Agreement-Thomas Develop...	13	Yes	Contracts, Leases ...	9/22/2009 2:56:49 PM
Rodney Hand for Addison Publications	6	Yes	Contracts, Leases ...	2/23/2009 8:20:12 AM
Teague, Nall and Perkins for (TCEQ)	7	Yes	Contracts, Leases ...	3/26/2009 2:57:35 PM
Vitruvian - Kleinfelder Master Services Agreement	10	Yes	Contracts, Leases ...	2/23/2009 8:22:12 AM
Vitruvian - R08-002 and 3-11-2008 UDR Master Facilities Agreeeme...	85	Yes	Contracts, Leases ...	9/14/2010 9:56:24 AM
Vitruvian - Tri-Dal Celina, Ltd. - Vit. Park Infrastructure	2	Yes	Contracts, Leases ...	10/12/2010 11:18:01 A...
Vitruvian - UDR Construction Services Agreement	27	Yes	Contracts, Leases ...	2/9/2009 3:21:40 PM

23 entries

Addison (Matt McCombs) NUM

How E-Records Management Works (Continued)

The screenshot shows a software dialog box titled "Metadata - Kimley-Horn Traffic Signal Upgrade". It features a tabbed interface with "Fields", "Tags", "Links", and "Versions" tabs. The "Fields" tab is active, displaying a form with the following fields:

- Template:** Contracts, Leases and Agreements
- Contract Number:** (Empty text field)
- Subject:** Amendment No. 2 to Traffic Signal System Upgrade dated August 10th, 2004, to facilitate the construction of the traffic management system.
- Departments:** Public Works
- Contractor/Vendor:** Kimley-Horn and Associates. Inc.
- Dollar Amount:** Not to exceed \$20,000
- Approved by Council:** 11/25/2008
- Contract Date:** 11/18/2008
- End of Contract Date:** 11/18/2009

At the bottom of the dialog box are three buttons: "OK", "Cancel", and "Help".

How E-Records Management Works (Continued)

The screenshot shows the Laserfiche software interface. The window title is "03 Imported Files - Laserfiche". The menu bar includes File, Edit, View, Tasks, Tools, Records, Window, and Help. The toolbar contains various icons for file operations. The location bar shows "Addison\01 City Secretary\00 Scan Processing\AutoFile" and a search field. The left pane shows a folder tree under "Laserfiche Repositories" with "Addison" expanded to "03 Imported Files". The right pane displays a table of records.

Name	Pages	Inde...	Template N..
Agenda and Minutes		No	
Ordinances		No	
test color	3	Yes	
445652	4	Yes	General
445653	5	Yes	General
445654	8	Yes	General
445655	13	Yes	General
445656	1	Yes	General
445657	1	Yes	General

9 entries Addison (Matt McCombs) NUM

How E-Records Management Works (Continued)

The screenshot displays a software application window titled "Lorem ipsum dolor sit amet - Laserfiche". The interface includes a menu bar (File, Edit, View, Tasks, Annotations, Tools, Window, Help) and a toolbar with various icons for document manipulation. Three main panels are visible:

- Thumbnails:** A vertical list of document thumbnails. The first thumbnail is selected and shows a preview of the document's text.
- Text:** A large text area displaying the full content of the selected document. The text is a series of paragraphs of Lorem Ipsum placeholder text.
- Metadata:** A panel on the right side of the window, titled "Metadata". It has tabs for "Fields", "Tags", "Links", and "Versions". The "Fields" tab is active, showing a form for document metadata. The form includes fields for "Document", "Type", "Category (required)", "AP", "Addressee", "Date (required)", "Abstract", "Subject", "Author", "Priority", "Exhibit", and "Source". The "Date (required)" field is populated with "6/14/2011".

At the bottom right of the window, the text "LFDemo (ADMIN) Page 1 of 2" is visible.



Ease of Use

- TOP PRIORITY: CAN YOU FIND WHAT YOU ARE LOOKING FOR?





Keys to Ease of Use

- Optical Character Recognition (OCR)
- Automatic Records Destruction
- Back Scanning



Security

- Proper Document Security Is Critical
- Document Filters
- Confidential Files





System and Retention – Training and Guidelines

- Annual Seminars and Webinars
- Network Groups
- Best Practice: Follow records retention guidelines with both hard and electronic copies
- Added Efficiency: Automatic Records Destruction
- Additional Training: What do we keep and who owns the document?
- Software & Technical Support Available

TECH SUPPORT



What my friends think I do



What my mom thinks I do



What society thinks I do



What my boss thinks I do



What I think I do



What I actually do

www.thefunnyblog.org



Interfacing

- Plan Ahead:
 - Identify early what systems need to work together
 - Key words and template fields can assist with interfacing
- Report Limitation: One-touch GIS system

System Maintenance

- **Start Early:** Decide how the system will be maintained during development
- **Create Check Points:** Develop and utilize system controls
- **Plan for Change:** Select a system with an open file format to address changing technology



Transparency

- Expanded Audiences: Electronic records are easy to share internally and externally
- Easy to Secure: Security measures make sure closed records stay confidential



- Implementation Schedule
- Sample Request For Proposal

Questions/Comments?



A Special Thank You To...

- Chris Lagerbloom, City Manager, and the entire Milton staff
- Bob O'Neil, ICMA Executive Director
- Felicia Logan, ICMA Director of Leader Development
- Nedra James, ICMA Leadership Coordinator
- Senior Executive Institute



ICMA
99TH ANNUAL CONFERENCE
BOSTON
NEW ENGLAND 

September 22-25, 2013