

**Committee:** IT Working Group

**Agenda Item**

**Date:** 1 April 2009

**6**

**Title:** Electronic Document and Records Management (EDRM)

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Item for  
Information

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### Summary

This report is to advise Members of the progress on the Electronic Document and Records Management (EDRM) project.

### Recommendations

None

### Background Papers

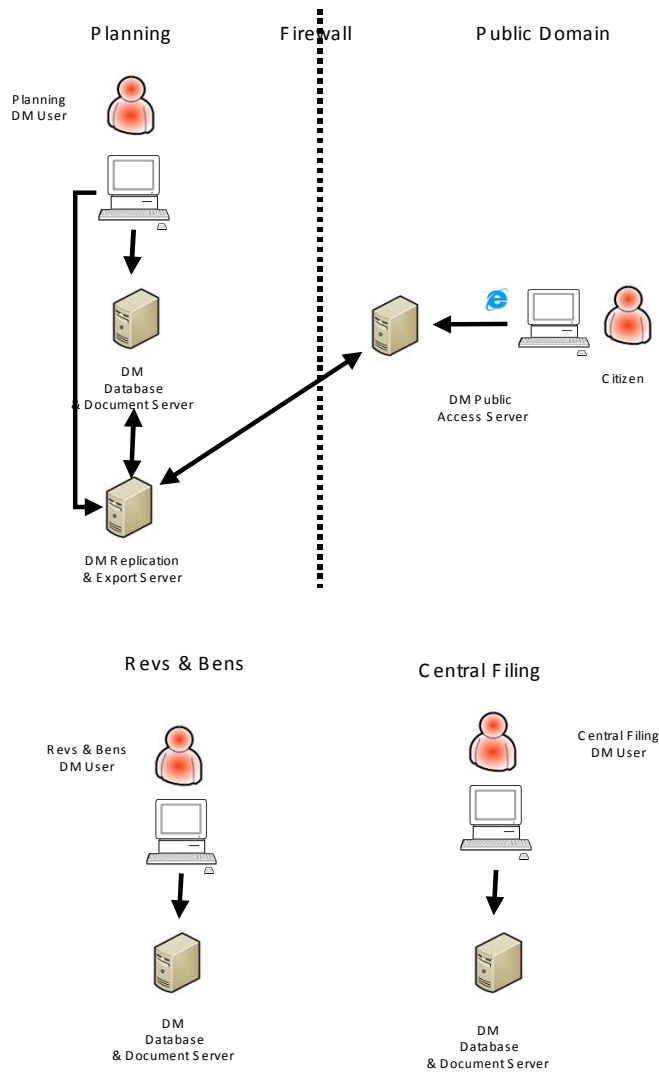
None

### Impact

Communication/Consultation	Affected staff will be consulted throughout the implementation process
Community Safety	None
Equalities	None
Finance	The funds required are available from a mix of both capital and revenue budgets.
Human Rights	None
Legal implications	None
Sustainability	None
Ward-specific impacts	None
Workforce/Workplace	Affected staff will be kept informed throughout the implementation process

**Situation**

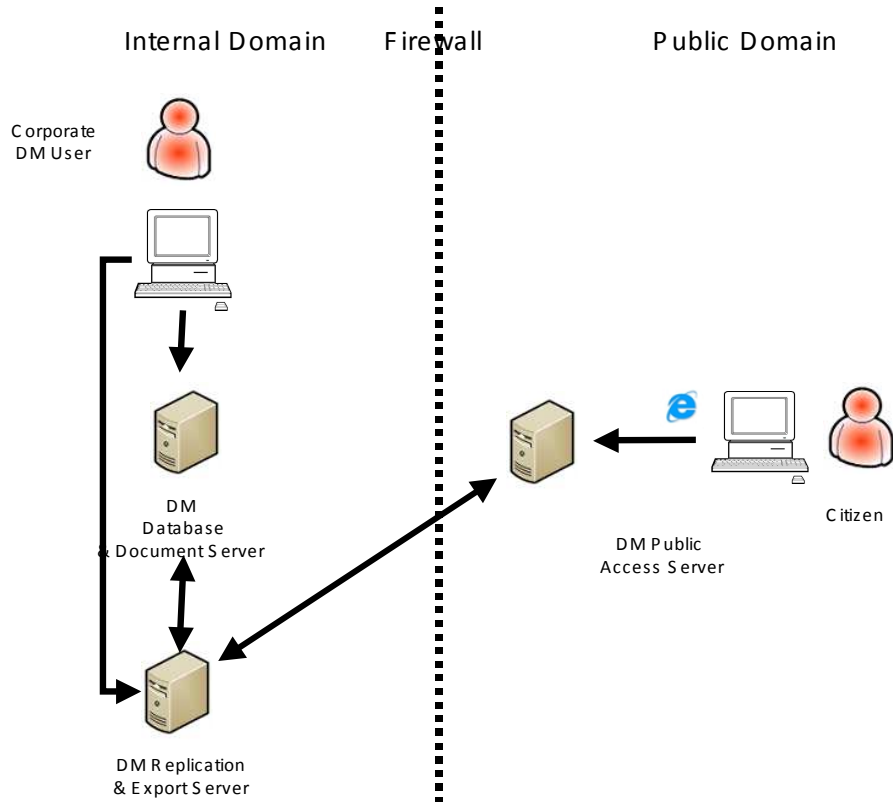
1. Attached as Appendix One is the business case for the EDRM project.
2. When the system was first implemented in 1997 a decision was made that each subsequent area should have its own database. This causes significant issues when trying to introduce an overarching records management approach. The current document imaging system is as follows:



3. In order to deliver the required outcome of a single 'picture' of a customer's interactions with the council a new approach was needed. The project started in early March with the move of one database from a de-supported NT4

platform to a temporary location whilst the merger of the three databases is undertaken.

4. Once completed the new system infrastructure will be:



5. It was identified that in order to undertake this project the council would need to replace the five existing servers with three more powerful ones at a cost in the region of £10,000. The council has a roadmap to move to blade servers and consequently a blade solution was sought for this project. The identified solution for this project has a total cost for hardware of £1,600
6. The merger of the three databases will take place as soon as the hardware is in place, which is likely to be mid April. Once this is completed the project team will be recruited to begin the system set-up in the remaining areas and the backscanning of paper files primarily in Planning and Housing.
7. The aim is to have all departments fully using the document imaging system by 31 March 2010 and for the overarching records management element to be in place by 31 March 2011.

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Appendix one



# **Document Imaging and Records Management Business Case**

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### **1. Project Description**

*The project should be described in sufficient detail for it to be understood by the uninitiated reader*

The rollout of document imaging (DIP) across the council. Some areas of the council already use DIP in varying forms others do not use it at all. This project will ensure a standard deployment and use by all departments. There will also be a large element of capturing existing paper based documentation in areas such as Housing and Planning. Phase II will see the implementation of Electronic Document and Records Management (EDRM) which will enable a single point holistic view of the interactions of a customer with the council. It will also act as a central repository for key documents. Phase II will also see the implementation of synchronised mobile working and workflow to improve process speed and reduce the need for human interaction.

### **2. Reasons**

*The reasons why the project should be undertaken should be explained. These should include how the project is related to the Council's priorities and any more detailed performance targets*

The project will free up space in both the Saffron Walden and Great Dunmow Offices which will enable the sale of the Great Dunmow office to proceed without needing to relocate vast amounts of planning files. Increased use of electronic storage will also enable the introduction of EDRM which will significantly improve the service we provide to the customer, in so far as we will be able to enter their details into the system and all electronically stored information for them will be displayed, thus giving the totality of their current, and past, interaction with the council (PRIORITY: PEOPLE). Scanning of all documents will remove the need for 'paper processes' such as trolley delivery, photocopying and filing which ultimately will reduce the amount of expenditure required to undertake the council's work (PRIORITY: FINANCE). Having one joined up correspondence system enables opportunities for partnership working to be developed (PRIORITY: PARTNERSHIPS).

### **3. Options**

*The various options for achieving the required outcome should be outlined. The reasons for selecting the proposed option should be explained.*

There are two ways of achieving this goal:

- A team to be formed consisting of one project team lead and four project team officers to undertake all set-up and back scanning.
- A team of two staff to undertake set-up work with the back scanning outsourced. Indicative costs for back scanning in Planning alone are in excess of £100k.

The preferred option is number one primarily on the grounds of cost. Quotations received to back scan in Planning only are in excess of £100k. Three members of staff have a cost of circa £75k including on-costs.

**4. Costs***This needs to be broken down into capital and revenue*

	2009/10 Capital £	2010/11 Capital £	2009/10 Revenue £	2010/11 Revenue £	On-going revenue £
Merging databases	25,000	0	0	0	0
Web Services	0	15,000	0	7,000	3,000
Mobile ICLipse	0	13,000	0	1,600	1,600
Office Connect	10,000	0	2,000	2,000	2,000
Workflow	0	42,000	0	0	0
EDRM	60,000	0	4,800	4,800	4,800
Project Team	0	0	120,000	50,000	0
<b>Total</b>	<b>95,000</b>	<b>70,000</b>	<b>126,800</b>	<b>65,400</b>	<b>12,900</b>

**5. Funds Available***A summary of how the spend will be funded, both capital and revenue*

	2009/10 Capital £	2010/11 Capital £	2009/10 Revenue £	2010/11 Revenue £	On-going revenue £
Capital Programme	50,000	70,000	0	0	0
Capital Programme c/f 2008/09	45,000	0	0	0	0
Improvement East	0	0	25,000	0	0
Vacancy Management	0	0	70,000	50,000	0
Existing Budget	0	0	6,800	15,400	15,400
Planning Post redeployed	0	0	25,000	0	0
<b>Total</b>	<b>95,000</b>	<b>70,000</b>	<b>126,800</b>	<b>65,400</b>	<b>12,900</b>

## 6. Benefits

*This section should identify each benefit that it is claimed would be achieved from the outcome of the project. Each benefit should be described clearly and in measurable terms. The quantification of benefits is important so that the success of a project can be established.*

- Enhanced customer service in line with the ‘first point of contact resolution’ principle
- Removal of stored files at Great Dunmow as part of the plan to dispose of the asset
- Reduction of storage space required in Planning and Housing
- Opportunity for partnership working
- Reduced administration time in post delivery and paper based processes
- Reduced ICT system maintenance (one database rather than three)

## 7. Risks

*A summary of the key risks which could seriously affect the outcome of the project should be given. How these risks will be managed should also be described.*

- Project does not complete within the allocated timescale – project lead will be responsible for ensuring project remains on-track but should the need arise a prioritisation position will be agreed at the start of the project.
- Insufficient funds to maximise the efficiencies – the budget requirement is as shown a small contingency will be built in for minor changes. Significant spend variations will be reported to SMB
- Inadequate experience leads to delays – the project lead will hopefully be a secondment from an existing department who fully utilise the DIP system.

## 8. Timescales and Contract Periods

*The timescale for implementing the project, from the point of approval should be set out.*

Project to start 1 March 2009 with the merging of databases. Phase I (DIP roll-out) will be completed by 31 March 2010 with Phase II (mobile and workflow) being completed by 31 March 2011