SOUTH WAIRARAPA DISTRICT COUNCIL

3 APRIL 2013

AGENDA ITEM C6

ELECTRONIC DATA RECORDS MANAGEMENT SYSTEM

Purpose of Report

To discuss electronic data and records management systems (EDRMS) in the SWDC context.

Recommendations

Officers recommend that the Council:

1. Receives the information.

2. Not implement an EDRMS.

1. Executive Summary

EDRMS is a type of content management system and refers to the combined technologies of document management and records management systems as an integrated system.

SWDC has approached three suppliers – each of whom have indicated that SWDC is too small to require an EDRMS, the cost and additional resource required just to operate the system would not be justified.

MDC carried out a comprehensive analysis and decided not to proceed on a full EDRMS.

CDC have implemented an EDRMS.

2. Discussion

2.1 Current System

SWDC has a number of disparate systems for storing and managing information:

- GIS stores electronically a lot of property and infrastructural asset data.
- The planning department scan and store electronically all resource consent and other data.

- Building files have started to be scanned.
- NCS has the ability to store scanned files.
- General correspondence is stored in hardcopy form, using the good old file number system.
- The majority of old information is stored in hardcopy form.
- All archived material, including old files and correspondence, is logged in a searchable database.

2.2 Why have an EDRMS

EDRM systems are designed to speed up the retrieval of information, and provide an up to date status on what is happening to that document.

When a (for example) document is received this document is scanned into a file. The file is "tagged" with information about the document (this is called "meta data").

The hard copy is sent to the intended recipient. When actions are taken, the meta data is updated.

Once the document is no longer required it is either filed in a rudimentary filing system or discarded.

The EDRM system can be searched on any of the meta data information.

2.3 What problem are we trying to solve?

It is important to have reliable document management systems.

Documents within SWDC are generally able to be located; there is no systemic issue with lost documents and missing files.

The appointment of a records and archives officer has assisted greatly with this, and our archival records are now being transferred to newly acquired archival software.

It is acknowledged that electronic systems should be used wherever possible; however after enquiry no specific problem could be identified (of a magnitude) to warrant an investment in an EDRM system.

2.4 Cost

A recent implementation in an organisation similar to ours has run to about $200,000 plus a lot of internal staff time. There would also be an ongoing licence fee estimated to be $30,000.

This would be an accurate estimate if applied to the SWDC environment; internal staff time would need to be added.

To be effective, an EDRM system requires sufficient resource (staff time) to make sure the integrity of the system is maintained constantly. If the integrity falls off for even a short time then overall effectiveness is compromised, unless the lost data can be re-entered.

It is not sufficient to rely on existing resources; new systems require extra resource because there is extra information being recorded. A permanent, part time, role would be required.

2.5 Options

The implementation of NCS has allowed documents to be scanned and linked to the various NCS modules. This is not an EDRMS as such, and does not cover all correspondence received, however it is a good step in electronically linking documents with specific customers.

One of the key modules in NCS is the customer database, and by linking documentation to a customer, good document tracking can be achieved.

As NCS becomes more embedded, utilisation of the document storage capability will be more fully utilised.

2.6 Summary

Cohesive utilisation of existing systems will allow SWDC to achieve a high level of electronic document management.

There will still be some gaps in the type of information stored electronically because not all documentation received can be linked to an NCS customer.

If necessary, this other documentation can be scanned and kept on a simple file.

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