CROSWELL-SCHULTE
Information Technology Consultants

# DOCUMENT AND RECORDS MANAGEMENT SYSTEM PRACTICES AND DESIGN

A core service offering of Croswell-Schulte is the evaluation, design, and planning of records management programs and the implementation of automated document and content management systems for public sector organizations. Our work responds to the significant legal and regulatory requirements for the handling of public records and the benefits of automated records and content management technology. Following standards and best practices developed by such organizations as ARMA, AIIM, and the National Archives and Records Administration (NARA), we assist our clients in establishing efficient and compliant records management policies, procedures, and program management structures. We prepare specifications and support the implementation of automated records management technologies to support these programs.

ARMA defines *records management* as "the systematic control of all records from their creation or receipt, through their processing, distribution, organization, storage, and retrieval to their ultimate disposition." All public agencies operate under strict policies and regulatory compliance mandates to organize and control the creation, storage, and distribution of records generated internally and externally. Legal and policy mandates drive the need to establish a formal program and to define roles, policies, and practices that govern the management of records of all types (e.g., legal documents, correspondence, forms, reports, technical specifications, drawings, maps, photos, email messages, etc.). Croswell-Schulte helps organizations define requirements for document and records management addressing legal, regulatory, and policy impacts and information technology tools and applications that support their business needs.

Croswell-Schulte evaluates the organization's current records and workflows, legal and policy framework, regulatory compliance issues, and its digital and hard-copy storage systems. Based on our analysis, we design records management programs that typically include the components shown on the left. We help design and build records management programs including the critical policies, procedures, and standards on which records management is based. We carry out records inventories and develop records retention schedules that respond to applicable legal, policy, and regulatory mandates. Our work in records management program development also addresses a full range of organizational structure and management practices.

Information technology solutions offer effective tools for efficient management of records. While many public organizations have achieved a high-level of automation, hardcopy and manual procedures often predominate. Automated document management or content management systems provide central or distributed repositories for an organization's records and deliver benefits in the creation, storage, search, access, and distribution of documents and digital content. Technology solutions for records management increase efficiency, provide for records security, and open up opportunities for a wide range of applications (e.g., workflow automation, e-government services).
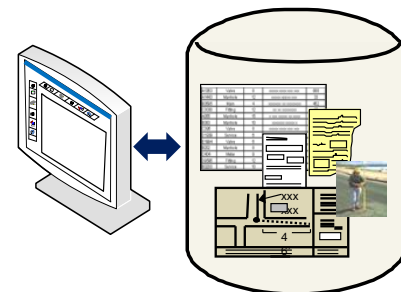
Croswell-Schulte has in-depth familiarity with the legal, administrative, and technical aspects of records management programs and document/content management technology. We understand the specific business needs and policy mandates in

government organizations that impact records management and specific legislative, policy, and legal compliance issues. We stay up-to-date with document and content management technology and the providers of products and services.

Croswell-Schulte provides the following services in records management program planning and technology development:

- Evaluation of business processes and record workflow
- Identification and analysis of legal and policy mandates that impact records management (federal, state, local laws, regulations, and ordinances; formal policies; contractual agreements; court rulings; etc.)
- Records inventory and characterization
- Design of records management programs and policies
- Preparation of records retention and disposal schedules
- Strategies for implementing open government data policies and practices
- Specifications for document/content management technology and applications
- Technical specifications and methodologies for digital records integration with external systems
- Specifications and management of document automation and digital document capture services
- Support in procurement and implementation of records management systems and services
- Requirements and specifications for forms management including Web-based applications for forms entry, submittal, and tracking
- Design and implementation support in document-based workflow management including digital review and approval
- Use of content and records management technology as part of eGov and open data strategies
- Analysis and design of enterprise document management integration

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