

APPENDIX 2: ELECTRONIC DOCUMENT MANAGEMENT

The following policy pertaining to electronic documents has been adopted and put into effect by the Information Technology Resource Management Council (ITRMC). For more information, contact the ITRMC Staff.

POLICY, STANDARDS, GUIDELINES AND CONVENTIONS

Date Established: May, 1998
Last Revised: February 19, 2003

ISSUER: **ITRMC** [Authority Idaho Code, 67-5745 (A) (B) (C)]
SUBJECT: **Electronic Document Management**

Abstract:

For purposes of this policy, a document is defined as an '**electronic information object**' which resides in a computer system. These 'information objects' can take on a number of forms, including the following:

- Word Processing Files;
- Spreadsheets;
- Computer Aided Drafting (CAD) drawings;
- Computer Output to Laser Disk (COLD) files;
- Scanned Images;
- Audio files;
- Video clips;
- Database information including Binary Large Objects (BLOBs);
- A sequence of events - called workflows; and
- Others.

Definition:

An "Electronic Document Management System" (EDMS) is a collection of interdisciplinary technologies, methods, tools, and skills required to manage information objects, no matter what their origin, location, form, purpose, or destination.

Policy:

All EDMS implementations must comply with the State's records management policies and statutes. The Records Management Guide can be found at <http://adm.idaho.gov/purchasing/RecordsCenter/RecordRetentionBook.pdf>.

Storage:

Objects of legal or long-term value must be recorded on at least two (2) physical electronic media and stored in separate locations. The electronic imaging media used must comply with ANSI/ISO standards.

Legal Issues:

The media and system combined must be able to show, to the court's criteria of acceptance, that the objects, documents, records, or information:

- Is authentic (is a true and accurate copy of the original).
- Was made near to the time of the event in question.
- Was created and maintained as a regular course of business.
- Was created with input procedures that are documented and defined and can be verified by proven tests for accuracy.

Security:

EDMS must include access restriction procedures and software controls to prevent the retrieval of data or index information by unauthorized personnel. Further, any EDMS must provide the ability to review object access information, including what, when and who.

Data Entry:

Regardless of the data entry method or subsystem chosen (document imaging, COLD, video, text, etc.), index entry verification must be performed to ensure the accuracy of index information and to prevent rendering a record 'lost' due to incorrect data entry.

Image Compression-Decompression:

Document imaging systems must support the International Consultative Telegraph and Telephone Committee (CCITT) standards with no proprietary alterations to the algorithm. Software used for compression and decompression must be one hundred percent (100%) compatible in all clients and servers on the network. All records must be compressed when being transmitted on the State's network.

Scanning:

Document scanners must comply with standards developed by the TWAIN Working Group (<http://www.twain.org/>).

Annotation:

A document imaging system must support the ability to annotate an image without physically modifying the image. The EDMS must provide annotation security and multiple layers of annotations.

Image File Format:

The system must use non-proprietary file header formats to label digital images.

Indexing:

Indexing (adding properties to information objects) must be done using an American National Standards Institute (ANSI) Standard Query Language (SQL) Data Base Management System (DBMS) which can reside remote from the storage location. The index must be accessible and able to be modified through user-written standard application development languages, subject to the appropriate security considerations.

Media:

Non-erasable media must be utilized for permanent storage. This media must comply with ANSI/ISO standards.

Time Line:

Immediate Implementation

For more information, contact the ITRMC Staff at (208) 332-1876.

For current online version:

<http://www2.state.id.us/itrmc/plan&policies/Policies/p1030.htm>