

  
**Bridging the Gap**  
Reducing Paper, Improving Access



Leslie Koziara Turner, CRM  
Electronic Records Management Consultant  
Leslie.turner@sos.wa.gov 509-235-7500 Ext 101

---

---

---

---

---

---

---

---

**Overview of Today's Session**

- There's still a LOT of paper
- Strategies for agencies to reduce paper
- Bridging the Gap("Scan and Toss")
- Bridging another gap - Access

---

---

---

---

---

---

---

---

**There's still a lot of paper**



---

---

---

---

---

---

---

---

### Impact of technology

We all know the high costs of public disclosure, but did you know....

- Workers spend up to 30% of their time searching for or recreating information, means less time spent on productive tasks\*

\*Source: IDC



---

---

---

---

---

---

---

---

### Costs of doing business

The average organization:

- Makes 19 copies of each document
- Loses 1 in 20 documents
- Spends 25 hours then recreating each lost document \*

\*Source: Imersion Technologies



---

---

---

---

---

---

---

---

### Doing the math

Typical enterprise with 1,000 knowledge workers wastes 2.5 – 3.5 Million per year searching for nonexistent information, failing to locate existing Information or recreating information that can't be found



---

---

---

---

---

---

---

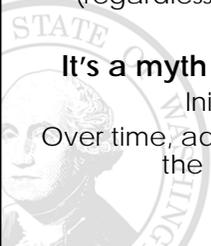
---

### Storage Costs

Just storing epic amount of information costs more over time (regardless of paper or electronic)

**It's a myth that "storage is cheap"**

- Initial outlay, yes
- Over time, adds up quickly – especially the electronic data!



---

---

---

---

---

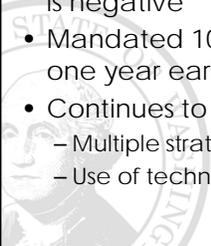
---

---

---

### Paper Reduction

- First time ever annual growth rate of paper storage at State Records Center is negative
- Mandated 10% reduction achieved one year early
- Continues to decrease
  - Multiple strategies at play
  - Use of technology continues to grow



---

---

---

---

---

---

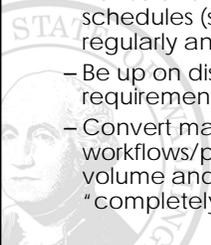
---

---

### What can YOU do?

As an agency, multiple strategies will help reduce YOUR paper

- Revise and re-evaluate retention schedules (should to be reviewed regularly anyway, things change)
- Be up on disposition/align with retention requirements (no keeping "just in case")
- Convert manual processes and develop workflows/processes to cut down on volume and look for ways to go "completely electronic" start to finish



---

---

---

---

---

---

---

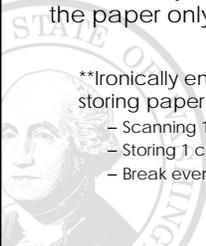
---

### Is it worth it?

Encourage "scanning and tossing" as part of workflow planning, however be aware:  
Don't scan just for the sake of getting rid of the paper only\*\*

\*\*Ironically enough, scanning just to eliminate storing paper is not really cost effective:

- Scanning 1 cu. foot of records = \$800.00
- Storing 1 cu. foot box of paper = \$4.18 per year
- Break even point = 190 years



---

---

---

---

---

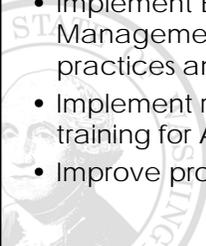
---

---

---

### Fixing gaps

- Implement information governance and records management programs
- Implement Enterprise Content Management (ECM) in both best practices and tools
- Implement records and information training for ALL staff
- Improve processes



---

---

---

---

---

---

---

---

### Bridging the gap

- Still have a lot of paper!
- How to transition from hybrid to completely digital processes



---

---

---

---

---

---

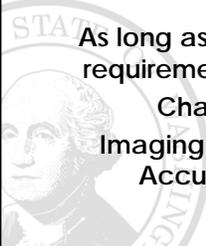
---

---

**Can I scan and toss paper-based records?**

Absolutely – with conditions!

**As long as you meet the rules and requirements in accordance with Chapter 434-663 WAC Imaging Systems, Standards for Accuracy and Durability**




---

---

---

---

---

---

---

---

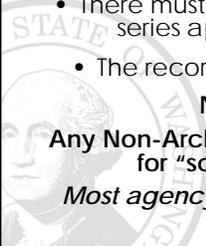
**What you need to know first**

Paper-based source records must be *eligible for destruction*

- There must be an appropriate records series approved for agency use
- The records must be designated as **NON-ARCHIVAL**

**Any Non-Archival record series is eligible for "scanning and tossing"**

*Most agency records ARE non-archival*




---

---

---

---

---

---

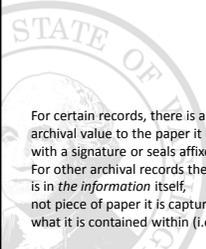
---

---

**Archival Records are NOT to be destroyed!**

The acquisitions archivist will do an appraisal to determine if they the paper and/or electronic version or both to be included as part of the Archives collections for preservation

For certain records, there is an intrinsic archival value to the paper it is on with a signature or seals affixed.  
For other archival records the value is in *the information* itself, not piece of paper it is captured on what it is contained within (i.e. database)


---

---

---

---

---

---

---

---

## Resolution and Format Requirements

- Ensure **complete capture** of the source record and ensure access/retrieval and authenticity for the entire length of retention period
- Requirements include resolution and format recommendations
- Length of retention affects planning and processes
- Images are also public records

---

---

---

---

---

---

---

---

## Process improvement

- Streamlining and modifying business processes result in operational efficiencies and saves money
- Assess current workflows and explore how “scanning and tossing” can be incorporated into existing processes

---

---

---

---

---

---

---

---

## “Scanning and Tossing” Standards and more information

State Archives • Records Management

### Scanning and Tossing

Agencies wishing to “scan and toss” paper based records after they have been imaged or scanned may do so only if done in accordance to the requirements and standards set forth by Washington State Archives and WAC Chapter 434-663 Electronic Imaging Systems - Standards for Accuracy and Durability

Scanning paper based records can be a very useful process to help bridge the gap between paper based processes and creating a digital image to link and work together with other electronic records in a hybrid environment.

- What are the requirements for destroying paper based records after scanning?
- Are there any webinars or other online training available?
- Do I need permission before I can scan and toss paper based records?
- What about imaging Archival paper based records?
- What about certifying my imaging system?



<http://www.sos.wa.gov/archives/RecordsManagement/scanning-and-tossing-records.aspx>

---

---

---

---

---

---

---

---

## Bridging another gap

ACCESS to information is also a problem

- Increasingly mobile workforce
- Public demand
- Security/privacy issues



---

---

---

---

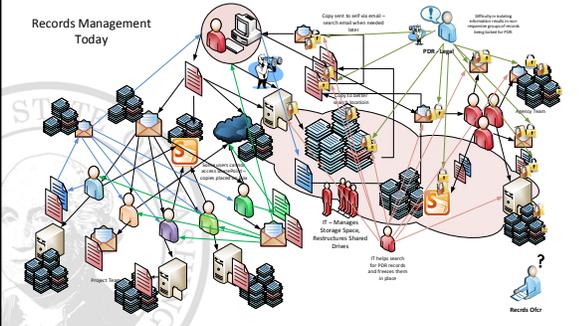
---

---

---

---

## What does YOUR workflow look like?



---

---

---

---

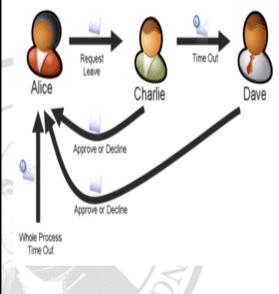
---

---

---

---

## Workflow works



A "flow" is:

- Effective
- Efficient
- Reduces volume
- Reduces risk
- Allows for better controls and access

---

---

---

---

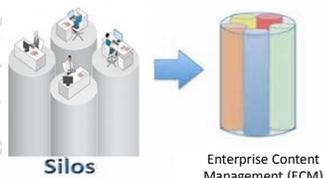
---

---

---

---

## "Un-siloing" government



**Silos** → **Enterprise Content Management (ECM)**

**Enterprise Content Management**

- Workflow capabilities
- Business processes
- Robust searching *(in one place!)*
- Improves operational efficiencies
- "Single instance" of the agency records, no more duplicates
- Reduces volume
- Reduces risk
- And more!

---

---

---

---

---

---

---

---

## What's in it for you?

ECM tools make things:

- Easy to use
- Easy to store
- Easy to find
- Access from anywhere, anytime
- Process improvements through workflow and automation tools
- Public access supported as appropriate by "publishing" through workflow and automation tools

YAY!

---

---

---

---

---

---

---

---

## Across the enterprise

**ECM is not a stand alone system.**

It's also a software tool that connects to existing systems and extends the ability to manage unstructured data

Makes existing tools universal, compatible, accessible and can work with:

- SharePoint and Outlook Exchange
- Mainframe (like AFRS)
- SAP and Line of business applications (COTS)
- Home grown/proprietary systems
- Over 400 (+/-) formats

---

---

---

---

---

---

---

---

### In a perfect world

Integration with other existing systems

Supports Mobility

Manage over 400+ formats including emails, Audio/video files

The diagram features a central grey cylinder labeled 'ECM'. Yellow arrows point towards it from various sources: Microsoft Office, a blue 'S' logo, a smartphone, a tablet, a YouTube logo, and three computer monitors. The background includes a faint image of Benjamin Franklin and the text 'STANFORD UNIVERSITY'.

---

---

---

---

---

---

---

---

### Added feature: Security

*"...nothing can be said to be certain, except death, taxes and security breaches"\**

One of the advantages of a single repository is that access and controls can be applied and tracked and reported on instead of having to secure and protect multiple sources/multiple points of entry

- Tighter security
- Protection of privacy
- Better controls at user level

\*With apologies to Benjamin Franklin, source from an article in Daily Olympian

The slide features a faint image of Benjamin Franklin and the text 'STANFORD UNIVERSITY'.

---

---

---

---

---

---

---

---

### It's worth it!

- It's not a quick fix nor a cheap one
  - We've decades of unstructured information and lost governance
  - Cultural attitudes need adjusting
  - Change is hard

But in the long run, ECM is a *real solution* to today's problem that will help avoid tomorrow's headaches!

The slide features a faint image of Benjamin Franklin and the text 'STANFORD UNIVERSITY'.

---

---

---

---

---

---

---

---

You are not alone!

Questions?  
recordsmanagement@sos.wa.gov

Thank you!

Washington State Archives  
*Partners in preservation and access*



---

---

---

---

---

---

---

---