

Taming the Wild Frontier:

EDMS Implementations for State and Local Governments



October 2nd, 2008

Clifton Park - Halfmoon Public Library
475 Moe Road
Clifton Park, NY 12065

Sponsored by the New York State Archives Regions 3 and 4 Advisory Committees, State Records Advisory Committee, the New York Association of Local Government Records Officers (NYALGRO), the New York State Association of County Clerks, and the Clifton Park-Halfmoon Library.

Taming the Wild Frontier: EDMS Implementations for State and Local Governments

Symposium-at-a-Glance

8:15 AM	Registration		
9:00 AM	Welcoming Comments		
9:15 AM	Electronic Document Management: It's Not as Easy as You Think		
10:15 AM	Break with Refreshments		
	Session A	Session B	
10:30 – 11:45 AM	Monmouth County, New Jersey: A Shared Service Approach to EDMS	NYS Thruway Authority: Managing Documents and Drawings Using ZyLAB and ProjectWise Software	
11:45 AM – 1:00 PM	Lunch Buffet		
	Session A	Session B	
1:00 – 2:00 PM	Madison County, NY: A DSS Eligibility Case Records Application	SUNY Cortland: Using OnBase to Manage College Admissions and Other Department Files	
	Session A	Session B	Session C
2:00 – 3:00 PM	Office of Temporary Disability Assistance: A Statewide Imaging/Enterprise Document Repository (I/EDR)	Orange-Ulster BOCES: The e-DOC Solution	Division of Housing and Community Renewal: Using Open Text's Livelink to Manage Case Files and Other Housing Files
3:00 – 3:15 PM	Break and Refreshments		
3:15 – 4:00 PM	Conference Wrap-Up		
4:00 PM	Closing Remarks and Acknowledgements		

Registration Fee

Registration for the symposium is \$25. Please include payment with your registration form. This fee includes a continental breakfast, lunch, afternoon refresher break, all conference sessions and informational material.

Lunch

Lunch will consist of a selection of gourmet sandwiches and wraps, salads and sides, as well as beverages and dessert.

Directions to the Clifton Park-Halfmoon Public Library

From south: From I-87 (Adirondack Northway), take Exit 9, turn left at light at end of ramp, going west on Route 146. Keep to the left on Route 146. Turn left at the fourth light, onto Moe Road. The Library is on the left.

From north: From I-87 (Adirondack Northway), take Exit 9W onto Route 146. Keep to the left on Route 146. Turn left at the third light, onto Moe Road. The Library is on the left.

From west: Take I-90 East to Exit 24 to I-87 North (Adirondack Northway). Take Exit 9, turn left at light at end of ramp, going west on Route 146. Keep to the left on Route 146. Turn left at the fourth light, onto Moe Road. The Library is on the left.

Local Hotels

For those who need a hotel room, the following local hotels accept State Rate:

Best Western

617 Plank Road
Clifton Park
(518) 371-1811

Comfort Inn (NY165)

41 Fire Rd., Old Rt. 146
Clifton Park
(518) 373-0222

Symposium Schedule

8:15 | Registration

9:00 | Welcoming Comments

Hon. Thomas Clingan, Albany County Clerk
Christine Ward, State Archivist

9:15 | Keynote Address

Electronic Document Management: It's Not as Easy as You Think

Steve Goodfellow, Access Systems Consulting

When confronted with unwieldy paper records, often the thought of reducing the volume of paper leads to someone saying “Let’s get an imaging system and scan the paper.” While providing some benefits, often these projects go through a series of bumps getting started, never fully take advantage of the capabilities offered, and ultimately fail to meet the expectations as originally conceived. Avoid the common missteps and set the proper expectations for the decision makers as well as the end users of any electronic document management system you are considering. With the technology landscape, industry standards, and buzzwords constantly changing, this session will provide insight into the different type of systems and how they can best be utilized. This session will present a realistic and unbiased approach to EDMS implementations covering topics such as:

- When to consider a system and how to justify one
- Understanding the primary components and features to consider
- Defining requirements, system procurement, and the implementation process
- Roles and responsibilities
- Expectations and lessons learned

This session will benefit those new to the concept of Electronic Document Management Systems as well as those that have been struggling with implementing or supporting an existing system.

10:15 | Break with Refreshments

10:30 | Concurrent Sessions

Session A

Monmouth County, New Jersey: A Shared Service Approach to EDMS

Mike Adams, MPA & Associates
Jay Ruparel, Sunrise Systems, Inc.

Monmouth County is developing a shared-service EDMS including both Records Retention and Disposition Management (RRDM) and Records Information Management (RIM) applications that will effectively manage the lifecycle for both town and county records. Major system components include records inventory, circulation, retention scheduling, scanning, and disposition. Also included is an integrated workflow between local agencies and the New Jersey Division of Archives and Records Management (NJDARM) for the publication of retention schedules and review/approval of disposition requests. Following user acceptance testing, the system was scheduled to go live on or about September 1, 2008. Common system feature/functions will ultimately be Web-accessible by all 21 counties and 566 Municipalities in the State of New Jersey.

Session B

NYS Thruway Authority: Managing Documents and Drawings Using ZyLAB and ProjectWise Software

Harold Crusan, NYS Thruway Authority
Jon Ippoliti, NYS Thruway Authority
Joe Pasquini, NYS Thruway Authority

ZyLAB is a recognized leader in the development of the most advanced yet easy-to-use Information Access Solutions on the market. The Thruway Authority leverages elements of the ZyLAB product lineup in order to manage an extensive internal library of policies, procedures and other similar documentation. As a result, approximately 5000 employees are able to instantly access up-to-date information using keyword search functionality via the Authority's web-based Intranet portal. New York State Thruway Authority uses Bentley Systems' ProjectWise software to manage its various design/construction project files. This EDMS software product allows the Thruway Authority to store its 60,000 to 80,000 live CAD files and TIFF images, enables one CAD file to reference another CAD file and tracks changes in file storage locations, provides high level security controls, and has check-in/check-out file features. Approximately 240 staff utilize ProjectWise including designers, construction, and maintenance workers. The presentation will provide insight on why the software was selected, how it is currently being used, future developments and lessons learned. Scanning of aperture cards and roll microfilm containing design and as-built plans will also be discussed.

11:45 | Lunch

Gourmet Sandwiches and Wraps, Salads and Sides, Beverages and Dessert

1:00 | Concurrent Sessions

Session A

Madison County, NY: A DSS Eligibility Case Records Application

Diane M. Myers, Madison County

Steve Goodfellow, Access Systems Consulting

With the help of Local Government Records Management Improvement Fund (LGRMIF) grants, Madison County was able to coordinate independent department initiatives examining document imaging for their individual needs, into a planned county-wide rollout of an EDMS. Starting with the Department of Social Services, which also needed to convert an older imaging system that was no longer supported by the manufacturer, Madison County implemented an EDMS to help it tackle the records and information management problems associated with administering many of its programs. The initial County implementation focused on eligibility case records including Food Stamps, Medicaid, Temporary Assistance and HEAP extending back to 2006. Since its initial success, the County has expanded the system to other departments, including the departments of Public Health and the County Sheriff, and soon to include Mental Health, Personnel and the County Clerk, among others. Ms. Myers will discuss the challenges and achievements experienced during the planning and implementation of its DSS application, while Steve Goodfellow of Access Systems Consulting will present a short introduction to the County's project and the county-wide expansion.

Session B

SUNY Cortland: Using OnBase to Manage College Admissions and Other Department Files

Jim Durr, State University of New York at Cortland

SUNY Cortland receives approximately 14,000 enrollment applications every year. The Admissions office had to devise a solution for managing these applications and integrating electronic text files containing application data with supporting documents such as supplemental applications, essays, and letters of recommendation. Using Hyland Software's OnBase product, SUNY Cortland has created electronic admissions files that can be routed through the approval process and then used as the basis for a permanent student file in the Registrar's office. As a result, there is more efficient retrieval of student record information, more efficient workflow, automatic purging of documents that have met their retention requirements, and a significant reduction in the amount of paper generated, labor required, and storage space needed. The success of the

OnBase system, first the Admissions office and then the Registrar's office, has sparked other departments throughout the campus to also implement it.

2:00 | Concurrent Sessions

Session A

Office of Temporary Disability Assistance: A Statewide Imaging/Enterprise Document Repository (I/EDR)

Laura Ziegler, Office of Temporary Disability Assistance (OTDA)

I/EDR provides local social service districts and statewide agency staff with real-time access to documents through a single-user interface. This system offers a means to reduce the need for and cost of retaining paper documents. Additionally, it eliminates the submission of duplicate client documents, facilitates shared access within and across districts, and provides remote audit functions and a secure backup site. This session will discuss and demonstrate the system's development and current use within NYS government.

Session B

Orange-Ulster BOCES: The e-DOC Solution

Maryanne Monte, Orange-Ulster BOCES
Sheila Almond, Orange-Ulster BOCES

In 2002, the Orange-Ulster BOCES Office of Records Management introduced e-DOC as a cooperative service to increase staff productivity, enhance access to critical information, meet legal retention requirements and reduce associated costs. Today over 15 school districts, Orange-Ulster and Sullivan BOCES, and the Orange-Ulster Health Plan Alliance utilize e-DOC services to achieve these goals. Using the Port Jervis City School District as a case study, this session will show how the district has used e-DOC to manage its inactive student records, policies and Board minutes. Particular attention will be placed on the use of technology to support records management and the level of cost savings related to staff and capital expenditures.

Session C

Division of Housing and Community Renewal: Using Open Text's Livelink to Manage Case Files and Other Housing Files

Kevin Broderick, Division of Housing and Community Renewal (DHCR)

The Division of Housing and Community Renewal (DHCR) began using Open Text's Livelink software, an Enterprise Content Management (ECM) system, for managing closed case files in their rent control unit and, more recently, its grant programs. The agency is also planning to leverage ECM more fully by investigating other features such as business process management. The presenter will discuss how DHCR got started and made the case for digitizing content, the step-by-step process of integrating document management, the

benefits of image enabling applications, and how DHCR plans to manage content across the entire agency.

3:00 – 3:15 | Break and Refreshments

3:15 – 4:00 | Conference Wrap-Up

Andy Raymond, New York State Archives
Steve Goodfellow, Access Systems Consulting

This session will provide all participants with an opportunity to ask questions and discuss common issues, observations and lessons learned from all of the concurrent sessions.

4:00 | Closing Remarks and Acknowledgements

Hon. Thomas Clingan, Albany County Clerk

Speakers

Mike Adams (Monmouth County, NJ) graduated from Rutgers University and has worked in the Information Technology field since 1975. He worked in various sales and management positions for Unisys Corporation and Bell Atlantic (now Verizon). At Unisys, Mike managed the existing New Jersey State mini-micro computer contract that is still in place today. While with Bell Atlantic, he managed the State of Delaware public schools infrastructure project that connected fiber and network electronics to all the public schools in the State of Delaware. In 2001, Mike formed MPA & Associates, L.L.C. MPA clients include many NJ counties, municipalities and the State of New Jersey. He currently manages the Monmouth County Shared Services Program including the NJ State's Records Retention & Disposition Management System, the NJ Counties e-Recording portal and the Monmouth County Records Information Management System as well as the NJ PARIS grants program for Monmouth County.

Sheila Almond (Orange-Ulster BOCES) has been Records Management Supervisor for the Orange-Ulster BOCES since 1996. She oversees a staff of eleven employees and is the Administrator of the e-DOC system.

Kevin Broderick (Department of Housing and Community Renewal) is a veteran of 30 years service with New York State, over 25 of those years with Division of Housing and Community Renewal. A chemical engineer by training, he has worked for many years in the agency's Information Technology Department, where currently serves ECM Manager.

Harold Crusan (NYS Thruway) currently serves as a Mapping Technologist for the Authority in the Department of Engineering. He administers the ProjectWise electronic document management system, AASHTO's Trns*port bid management system and ESRI's ArcGIS geographic information system. He is also Engineering's Project Manager on several other initiatives, including upgrading the Authority's sign tracking system and Engineering's archive management system

Jim Durr (SUNY Cortland) is a lead programmer/analyst in the Information Resources unit and has been the OnBase Coordinator for SUNY Cortland for the past two years. Previously he worked at Syracuse University and Borders Inc.

Steve Goodfellow is President of Access Systems Consulting, an independent consultancy focused on records management, compliance, and process improvement. Steve has worked as a consultant in the document management and process improvement field for over 23 years and has been involved in over 400 installations of Electronic Document Management Solutions for local governments, federal agencies, leading universities, and Fortune 500 clients. He is an adjunct professor at Syracuse University's School of Information Studies, where he teaches graduate courses in knowledge & content management. He is also a recipient of the Association of Information and Image Management (AIIM) Laureate of Information Technology and Master of Information Technology designations, as well as a Certified Document

Imaging Architect. He is the author of numerous articles and has presented at the Disney Institute, KM Leadership Summit, ARMA International, AIIM International, and InfoToday among many others.

Jon Ippoliti (NYS Thruway) has been serving in the public service sector since 1975, having held positions in the areas of Student Loan Administration, Health Program Administration, Finance Administration, Systems Administration and Project Management. He currently serves as a Senior Administrative Analyst for the New York State Thruway Authority in the Bureau of Management Analysis and Projects where he administers the Official Publication Search module using the ZylImage software. He has conducted technical training sessions for various New York State agencies, the states of Vermont and Virginia, and the U.S. Department of Education.

Maryanne Monte (Orange-Ulster BOCES) is the Grants Coordinator for the Orange-Ulster BOCES, where she has overseen the development and implementation of records programs for eleven component school districts. Maryanne developed a Records Management Office that provides multiple levels of support to school districts and other local governments in the Mid-Hudson Region. She has been instrumental in the planning and implementation of e-DOC since 2002.

Diane M. Myers (Madison County) is currently the Director of Staff Development/Information Technology for the Madison County (NY) Department of Social Services. Previously, she served as a Social Welfare Examiner and Welfare Management System (WMS) Coordinator for department. Ms. Myers also directed two LGRMIF projects which initiated the Department's EDMS system.

Joe Pasquini (NYS Thruway) has been serving in the public service sector since 1990 within the arenas of Systems Management, Information Security, Project Management and Business Administration. He currently serves as an Associate Administrative Analyst for the New York State Thruway Authority's *Bureau of Management Analysis and Projects (BMAP)* where he is responsible for managing forms development and production. He is also a regular columnist for several nationally distributed publications including *Processor* and *O'Reilly MAKE Magazine*.

Jay Ruparel (Monmouth County, NJ) is the Director of Project Services for Sunrise Systems, Inc., developer of the RRDM and RIM systems. Jay has been in the IT industry for 20 years, with more than 10 years managing various IT infrastructure and software development initiatives for both the private industry customers and government agencies. Most recently, Jay has managed the development of the award winning e-Recording Portal that is in use by more than 50% of New Jersey County Clerk offices.

Laura Ziegler (Office of Temporary Disability Assistance) is the Project Manager (Policy) for the Imaging/Enterprise Document Repository. She has played an integral part in modernizing the systems applications to support administration of the OTDA Center for Employment and Economic Support programs in the local districts. She is also Project Manager for CentraPort, which gives local districts access to all necessary

applications and other information resources. This includes an Intelligent Autofill Forms (IAF) component, which returns data from the current Welfare Management System and Client Notice System to pre-fill forms used by local districts. IAF won the Center for Digital Government's Best of New York application for best application serving a Department or Agency's Business Needs in 2004. Ms. Ziegler is also the Business Program Manager for the Roadmap Project which will create the foundation for providing systems to support statewide business process in LDSS offices.

Taming the Wild Frontier: EDMS Implementations for State and Local Governments

Registration Fee: \$25*

Pre-registration is Required

Registration Deadline: Thursday, Sept. 26th**

Seating is limited. Register early to guarantee your seat.

(Please print and submit a separate form for each person attending.)

Name: _____
Title & Organization: _____
Address: _____
Daytime Telephone: _____
Email: _____

Please check the box next to the title of the concurrent sessions you plan to attend.

Concurrent Sessions (choose 1 in each time block)

10:30-11:45am

- Monmouth County, New Jersey: A Shared Service Approach to EDMS
- NYS Thruway Authority: Managing Documents and Drawings Using ZyLAB and ProjectWise Software

1:00-2:00pm

- Madison County, NY: A DSS Eligibility Case Records Application
- SUNY Cortland: Using OnBase to Manage College Admissions and Other Department Files

2:00-3:00pm

- Office of Temporary Disability Assistance: A Statewide Imaging/Enterprise Document Repository (I/EDR)
- Orange-Ulster BOCES: The e-DOC Solution
- Division of Housing and Community Renewal: Using Open Text's Livelink to Manage Case Files and Other Housing Files

Mail this registration form with check payable to "New York State Association of County Clerks" to: **Kathy Newkirk, Town Clerk, Town of Bethlehem, Town Hall, 445 Delaware Ave. Delmar, NY 12054.**

Registration Questions: 518-485-6235.

*The cost of \$25 per person includes continental breakfast, lunch, afternoon refresher break, all conference sessions and informational material.

** No refunds will be made after September 26, 2008.