



# Community Electronic Document Management System

**Rama First Nation**

*a proud progressive native community*

**Presentation to AFOA National Conference**

**March 3, 2010**

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# TOPIC: COMMUNITY ELECTRONIC DOCUMENT MANAGEMENT SYSTEM

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- Securing Chief and Council Buy-in
- Defining Requirements
- Technology Procurement
- Change Management
- Training
- Data Migration
- Retention and Disposition Policies



# COMMUNITY ELECTRONIC DOCUMENT MANAGEMENT SYSTEM

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- **SECURING CHIEF AND COUNCIL BUY-IN**
  1. Information is retrieved quickly and easily.
  2. Paper will be significantly reduced.
  3. Information is stored and searched in one central location (corporate knowledge).
  4. Information can be shared.
  5. Access of confidential information is secured. Access is granted only to authorized users.
  6. The office will be more organized.
  7. Paper filing is reduced.
  8. Improve decision making, since you will have access to information quicker (previously filed in filing cabinets).



# COMMUNITY ELECTRONIC DOCUMENT MANAGEMENT SYSTEM

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## □ DEFINING REQUIREMENTS

- A study on the current information and storage processes should be completed.
- A plan should be developed that sets out the process needed to implement control over your documents.
- This plan should include the deliverables expected from the implementation of an Electronic Document Management System (EDMS).
- The plan should be developed into a Request for Proposal (RFP) or, if you single source the contract, to gather the costs to implement an Electronic Document Management System.



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- **DEFINING REQUIREMENTS continues**
- In the RFP or contract, you should define the equipment needed, the software needed, and the training for staff to implement this EDMS (ensure there are enough funds in the training budget to implement the project).
- Once this project is approved, the plan needs to be rolled out.
- The plan needs to be overseen by a Project Team (supplier and client) with a full-time Project Manager (client) to ensure the project is successfully implemented.
- Regular meetings will be required to implement the plan, track issues and solutions as they arise and to ensure that timelines are met on both sides.



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## □ TECHNOLOGY PROCUREMENT

1. You want a software system and equipment that effectively captures, organizes, protects, retrieves and shares information (while maintaining the level of required security).
2. This software should be able to build data bases for staff, managers and members (website) so that they can access information quickly that they have access to, for example, a) letters, memo's, policies and reports (b) historical information about the First Nation, By-Laws, Social Events and Job Opportunities etc.
3. Equipment should be able to scan, e-mail, copy and print etc with assurance of reasonable upgrades as equipment / software develops.
4. Supplier should have green program in place so when the current equipment is replaced with future equipment it does not just go to the dump, but is reused when possible.



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## □ CHANGE MANAGEMENT (project)

1. Project change management is essential for keeping the project within the scope.
2. The process for change management must be written.
3. The process should identify who is authorized to agree to the changes.
4. The Project Manager and Project Team must be focused on the project.
5. The Project Manager must not get side-tracked due to other responsibilities or jobs getting in the way.
6. The Project Manager and Project Team must be selling the benefits of the project and as a group identify problems and solve them quickly.
7. The Project Manager should survey the staff after equipment and software has been installed and after training sessions to obtain feed-back from users.



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## □ CHANGE MANAGEMENT (staffing)

1. Change management is also happening within the organization going from paper filing in filing cabinets to filing on the servers.
2. To manage this change in Rama, the following were completed:
  - (a) The Project Team was staffed with as many departmental representatives as possible.
  - (b) The roll-out was done at the First Nation administration building, since it had the largest amount of users, but not to the whole First Nation. This building has 80 of the roughly 180 computer users.
  - (c) The Project Team reviewed the training prior to it being rolled out to the rest of the staff to get their input so that this training would be as user friendly as possible.
  - (d) The project was implemented in the departments that were most excited to implement the EDMS to get some early wins before it went out to other departments.



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## □ TRAINING

1. Do not be cheap with training dollars or you will pay for it in the long run.
2. Our initial training was to be completed in one session, but the Project Team felt it would be better to split the training over two sessions, which has appeared to work well.
3. Have a help desk set up to ensure users know where to go to get assistance with their problems.
4. Users must get this assistance quickly to ensure that their problems are solved quickly.
5. Quick assistance will maintain continuity with the user utilizing the software.
6. The first six months of the implementation is the most important time period for the project and you will need to ensure the resources are there to support this time period.
7. If the problems are resolved and training is sufficient then the learning curve will advance quicker and the users will begin to feel more comfortable with the software and the help desk.



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## □ DATA MIGRATION

1. Confirm the budget up front, since you do not want to have to go back to Chief and Council again.
2. Data migration can be the scanning of paper data into the EDMS system, so that this document can be saved electronically and retrieved quickly. In most cases, that paper document will be shredded.
3. Data migration can also be the transferring of data from one retrieval software to a new retrieval software.
4. The method in which the data is saved is very important, since the way it is saved will assist in the ability and the speed that the data can be retrieved.



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- **RETENTION AND DISPOSITION POLICIES**
- Examples of some of the things a policy should include are as follows:
- This policy is important since it does not only document how the data is saved and retrieved, but also tracks the document from cradle to grave.
  - (a) Life Cycle of the records – hard and electronic copies.
  - (b) Records Committee – they should review the policy annually, review the record retention schedules and the request for record destruction.
  - (c) Responsibilities of the First Nation Employees and Officials with respect to how records are received, created and compiled.
  - (d) Electronic Files – the storage, retrieval, and conversion of paper files.
  - (e) Records Inventory – list of all records generated by the First Nation
  - (f) Records Appraisal – a review of which records you keep and which records have no further value.
  - (g) Records Retention Schedule – the length of time a document will be kept.
  - (h) Vital Records Retention – means records that contain information necessary to the continued operation of the First Nation in the event of a disaster (examples: Emergency Plan, Employee Handbook, Financial Policy etc).



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## □ Questions