

Managing Information and Records



Sponsored by
C-Cube Solutions



ccube solutions

The definitive guide—2013 Edition

Chapter 1

Welcome to the
2013 Edition



- Information and Records Management Best Practice
- IRM Solution Options
- Enterprise Content Management from A to Z
- Designing and Implementing an IRM Solution
- Making the Business Case

Cimtech

Innovation Centre ● University of Hertfordshire ● College Lane ● Hatfield ● Herts ● AL10 9AB ● www.cimtech.co.uk

information OVERLOAD



**Do you want to spend
time searching or finding**

Do you want compliance

Do you want process efficiencies



OITUK Ltd., specializes in providing C-Cube Electronic Document and Content Management & Workflow solutions, based on the C-Cube software suite. Systems scale from small departmental applications to large enterprise -wide solutions and include: the C-Cube Portal, Electronic Forms, Content Searching, and C-Cube Electronic Document & Records Management System (EDRMS), offering specialised solutions, including:

- Legal Compliance
- Health Records Management
- Law Enforcement Applications
- Information Web Portals
- Invoice Capture and Authorisation
- Local Authority Applications
- Human Resource Management

The key to all C-Cube Solutions is integration with your business to ensure that information is delivered on time and to the right place. C-Cube Solutions have met customer requirements in the public and private sectors over the last 15 years using the following underlying technologies:

- Document Management
- Workflow
- Web Portal & XML Integration
- COLD / Microfiche Integration
- Electronic Forms Processing
- Electronic Records Management
- Collaboration Facilities



ccubesolutions



the information people

CCube Solutions
13 Diamond Court
Opal Drive,
Fox Milne
Milton Keynes,
MK15 0DU

Call: +44 (0)1908 677 752
Email: sales@ccubesolutions.com
Web: ccubesolutions.com

CCube Solutions is a trading name of OITUK Ltd.
Registered in England & Wales, No: 04727067

CONTENTS

Chapter 1	Welcome to the 2013 edition	1
1.1	The introductory guide	1
1.2	Classified directory	1
1.3	Who is Cimtech and how can we help?	3
Chapter 2	Improving corporate information and records management: a guide to best practice	5
2.1	Coverage	5
2.2	The case for improved information and records management	5
2.3	Policies and procedures	7
2.4	Roles and responsibilities	8
2.5	Best practice for information and records management	9
Chapter 3	A guide to the solution options for improved information and records management	15
3.1	Terms	15
3.2	A brief history of enterprise content management	16
3.3	Reviewing the solution options for information and records management	22
Chapter 4	Enterprise content management from A to Z	27
4.1	Defining enterprise content management	27
4.2	Input	28
4.3	Management	32
4.4	Output	37
4.5	Collaboration and business process management	40
Chapter 5	Designing and implementing an information and records management solution	43
5.1	Stage 1—Positioning information and records management solutions	43
5.2	Stage 2—Defining and managing a project	44
5.3	Stage 3—Information gathering and analysis	47
5.4	Stage 4—Feasibility study and options review	50
5.5	Stage 5—Making the business case for the preferred approach	51
5.6	Stage 6—Defining the statement of requirements (SOR)	51
5.7	Stage 7—Procuring the solution	53
5.8	Stage 8—Managing the implementation	53
5.9	Stage 9—Measuring the results	55
5.10	Stage 10—Project closure and solution support	55
Chapter 6	Making the business case	57
6.1	Reviewing the tangible benefits	58
6.2	Reviewing the intangible benefits	59
6.3	Reviewing the costs	60
6.4	Cost benefit analysis	60

Chapter 1

Welcome to the 2013 Edition

WELCOME to Cimtech's *Managing information and records: the definitive guide*, known to most as the *Cimtech Guide*. We publish a limited hardcopy edition but you will find the guide available free of charge on the Cimtech website www.cimtech.co.uk. On the site you will also find the *Cimtech Directory*, a classified listing of the information and records management products and services available from over 500 suppliers to the UK market.

Contents

The Cimtech Guide is designed to help organisations plan their information and records management. It provides guidance on the development of policies and procedures and information and records management tools and presents a checklist of points to consider before implementing a solution.

The Guide covers the range of options available to help organisations improve the way they manage their corporate information and records. Corporate information and records management covers structured, semi-structured and unstructured information. Relational databases are still the engine of choice for managing structured data but there is a growing range of options available for managing semi-structured and unstructured data.

If your organisation is in the market for an electronic document and records management (EDRM) or electronic content management (ECM) solution or any other form of information management solution you can use the relevant sections of the Cimtech Directory to draw up a short-list of suitable suppliers. For those who have already implemented a solution, the Guide provides a valuable update of developments in this field. For those without a dedicated system it also looks at how you can improve your information and records management using existing tools.

1.1 The Introductory Guide

- **Chapter 1** (this chapter) outlines the contents of the Guide.
- **Chapter 2** outlines the benefits of improving information and records management and the key business drivers. It helps you develop a corporate information and records management policy. It offers an introduction to the wide range of legislation, regulations, standards and best practice guidance for information and re-



ords management.

- **Chapter 3** starts with a set of definitions and an historical guide to how we came from a totally paper world to the era of electronic information and records management. It then reviews some of the solution options available to your organisation from using existing tools, to in-house Enterprise Content Management suites including SharePoint and on to outsourced and Cloud solutions.
- **Chapter 4** provides a guide to all the components and functions that make up a corporate information and records management solution. If you are considering procuring new technology this chapter helps you draw up a requirements list.
- **Chapter 5** outlines a recommended project management methodology for an information and records management project. It offers a step-by-step guide that covers the stages of planning, information gathering and programme of improvement and, where a solution needs to be procured, the requirements analysis, specification, procurement and implementation.
- **Chapter 6** describes how you can make the all-important business case for the investment needed to improve your information management.

1.2 Cimtech Directory

As part of our work, Cimtech needs access to up-to-date, comprehensive product information. Hence we maintain a database free to suppliers which lists products and services by category. This is available on our website in the Cimtech Directory. The directory is divided into five sections:

1. Systems
2. Hardware

3. Services
4. Suppliers
5. Reference

1.2.1 Systems

Under *Systems* you will find the following headings:

- Document management, content management, web content management, records management, knowledge management

These cover developers, publishers and main distributors of solutions which offer all the above functions or specialist suppliers offering one or a combination of the above functions. Each listing includes the product name, the services provided, and a description of the product and its target applications.

- Document / data capture

Developers, publishers and main distributors in the UK of systems/subsystems for scanning and digitising content on paper or other analogue media and/or capturing new data via electronic forms, etc. Such software is designed to be integrated with the systems described in the previous section so the captured content and data can be loaded into the systems. Each listing includes the product name, the key functions, the services provided and the supplier details.

- BPM / Workflow

Developers, publishers and main distributors of workflow or business process management software who sell direct to end users or to developers and integrators. Such software can be interfaced with the document, content, records and knowledge management systems. Each listing includes the product name, the key functions, the services provided and the supplier details.

- Resellers and integrators

Resellers and system integrators who act for one or a small subset of the systems listed above. They may specialise in supporting specific market sectors, e.g. local government or manufacturing.

- Product name index

A listing of product names and their suppliers. If you know the name of a product but not the supplier, then look here first.

1.2.2 Hardware

Under *Hardware* you will find suppliers of the following specialist hardware.

- Scanners

Manufacturers, suppliers and resellers of a range of devices for scanning all sizes and formats of paper and microforms.

- Micrographic equipment

Manufacturers and suppliers of cameras/recorders for archiving paper/electronic documents and data

onto microfilm. Also includes additional production and retrieval equipment plus software for indexing and retrieving documents stored on microfilm.

1.2.3 Services

Under *Services* you will find providers of the following related services:

- Bureau services

Includes service bureaux that scan and digitise or microfilm paper documents for customers and data entry bureaux. Also covers commercial companies that will store boxes of paper files and computer media off-site at their own warehouses and stores, and provide a management, retrieval and delivery/destruction service.

- Independent consultants

Independent consultancy companies that provide a range of services including strategy studies, feasibility studies, compliance checks, security reviews, procurement services, records management services including developing policies and procedures, conducting audits, developing classification schemes and retention schedules and project management and business process re-engineering services.

- Services for SharePoint

Companies that provide a range of support services for Microsoft SharePoint, e.g. consultancy, installation, configuration, integration, project management, training. Also indicates the supplier's areas of specialisation and whether the supplier is a Microsoft Gold Certified Partner.

1.2.4 Suppliers

Under *Suppliers* you will find the following additional supplier information:

- Contact details

Once you have identified relevant suppliers in the directory, turn to this section for a comprehensive alphabetical listing of suppliers' names and contact information.

1.2.5 Reference

Under *Reference* you will find the following additional reference information.

- Management guide

A link to the Cimtech guide

- Events

A guide to related conferences, courses and exhibitions

- Glossary of Terms

An alphabetical list of terms used in information management

- Publications and Associations

Contact details for publications and associations.

1.3 Who is Cimtech and how can we help?

Cimtech is the UK's Centre for Information Management and Technology based at the University of Hertfordshire. We offer impartial expertise on all aspects of corporate information and records management.

We have been providing a commercial consultancy service for over twenty years and number among our clients hundreds of UK and European organisations in both public and private sectors.

We cover all aspects of an information and records management programme including strategy reviews, information management policies and procedures, information compliance checks, information audits, corporate classification schemes and file plans, options reviews and feasibility studies.

We can provide an impartial review of the full range of options for improving information and records management including use of existing tools, Enterprise Content Management, Share-Point, shared services and/or cloud and outsourcing options. If a technical solution is sought, we can further assist clients with requirement specifications, procurement support, client-side project management and full implementation support plus assistance with process modelling and business process management.

Cimtech also provides a range of courses supporting our areas of expertise. The Cimtech website



events page contains the latest information on the courses that we offer.

Thank you for taking the time to read *Managing information and records: the definitive guide*. We hope you find it valuable and the ideal reference book for the challenging world of corporate information and records management. Your comments and suggestions for future editions would be gratefully received.

Tony Hendley,
Managing Director, Cimtech

Alison Gibney
Deputy Managing Director, Cimtech

Laura Hutchings & Roger Broadhurst
Editor, Cimtech



The Cimtech Directory

Classified listings of information and records management products and services.

Available online at
www.doconsite.co.uk
(free access)