

## **SCAN AND STORE PROJECT**

### **HOME CHOICE SCHEME**

#### **1. Introduction**

Many teams within the Council continue to grow their paper storage. The problems in implementing EDRMS so far have held back these teams from converting their paper stores to digital ones. One example is Housing Strategy who manage the council's Home Choice scheme. For some time they have wanted to digitise the documents that are stored as part of the management of the scheme.

#### **2. Housing Strategy's Requirements**

The Housing Advice Team (HAT) has recently reviewed the council's Home Choice scheme. All applicants are required to re-register by completing a paper application form. The form has to be accompanied by documents which prove the identity of the applicant. Their details are entered onto the ActiveH system which acts as the Register of Applicants. Subsequently, people on the register may also submit a Change of Circumstances form. Changes are entered onto the system against the original case reference number.

The team currently maintain ten, four drawer filing cabinets of documents relating to the scheme; most of these relate to the previous register and will soon be disposed of.

The team would like to receive and process the incoming applications as at present. They would like the paper documents to be scanned by the Document Management Centre (DMC) into a centralised Document Management system that is accessible to all staff involved in the operation of the scheme.

The team would like the new system to be implemented early in 2009. Clearly by then there will be a backlog of processed forms received since the beginning of re-registration period.

At the time of closing the previous register there were 5,000 people on it; about one third of those have already re-registered. Following the peak period at the commencement of the re-registration, it is expected that up to forty new forms will be received each week.

The documents need to be retained for as long as the applicants remain on the Register.

#### **3. Project proposal**

As part of the new phase of the corporate Document Management Solution (DMS) Programme a 'scan and store' system will be developed. This will use two IT systems already in use. The first is Kofax Ascent Capture, the scanning software used by the DMC. The second is Microsoft Office Sharepoint Server (MOSS), a multi-purpose system capable of being a document management system. A Kofax to MOSS release script will also be needed. This script will handle the export of documents and metadata from Kofax into the appropriate MOSS Document Library.

The adoption of existing technologies will avoid the need to procure any systems to deliver the project. As well as reducing implementation costs this will reduce the risk of delaying the implementation.

Using the newly developed 'scan and store' system, a solution will be set up and configured to meet the requirements of the HAT. Training will be provided for all Users.

The documents will be scanned using Kofax. Metadata such as Applicant Name, Application Reference Number and Document Type will be entered by the DMC Team. The documents and metadata will then be stored in a MOSS Document Library. Security permissions will be applied to the Library to ensure the documents can only be accessed by the team involved in operating the scheme.

MOSS Document Libraries are capable of storing up to five million documents so the volume required for this scheme will not create any performance problems. MOSS data is already being backed up as part of the centralised back up regime. The system also benefits from resilience measures such as replication which minimise system down time.

#### 4. Costs

ICT Services' Application Support team are proficient in Kofax and have some knowledge of MOSS. They will lead the technical implementation. The proposal makes an allowance for a small number of consultancy days from Trinity (MOSS expertise) and/ or Formscan (Kofax expertise) to help set up and configure the system and resolve any problems that may occur. Table 1 shows a breakdown of the areas where consultancy may be required. Based on the council's current skills and knowledge of Kofax and MOSS, the maximum cost has been calculated

Table 1: Implementation Costs of Housing Strategy Document Management project

Item	Maximum Cost
Technical consultancy (Configuration of Kofax)	£3,000
Technical consultancy (Design and build solution in MOSS)	£5,000
Total	£8,000

Both MOSS and Kofax are otherwise bought and paid for technologies, so no other costs arise. Similarly, no additional revenue costs arise from the system's operation.

#### 5. Resources

Table 2: Housing Strategy Document Management project team

Name	Project Role	Estimated Project Time (Days)
Satnam Kaur	Project Sponsor	3
House Advice Manager	Senior User	2
Cathryn Pritchard	Project Manager	5
David Adcock	Business Analyst	2

Cathryn Pritchard	Application Support Manager	5
Ryan Bodinnar	Application Support	10
Housing Advice Officer	System Testing	2

## 6. Timetable

Based on the initial scoping work that has already been undertaken, an outline timetable has been produced.

Table 3: Outline provisional timetable for Housing Strategy Document Management project

No.	Key Tasks	Start	Finish
1.	Research best practice use of Kofax and MOSS as 'scan and store' solution	3 November 2008	21 November 2008
1.	Design and build MOSS Document library/ workflow and configure Kofax to produce Corporate 'scan and store' system	21 November 2008	12 December 2008
2.	Detailed HAT business requirements documented	3 November 2008	12 December 2008
3.	Technical design (Kofax and MOSS)	15 December 2008	2 January 2009
4.	Build customised Document Library for HAT, including metadata structure	5 January 2009	16 January 2009
5.	Configure Kofax and MOSS release script	5 January 2009	16 January 2009
6.	Solution tested and signed-off by HAT	19 January 2009	13 February 2009
7.	Staff trained	16 February	27 February 2009
8.	'Go live'	2 March 2009	

Consultancy may be required to support Tasks 1, 3, 4 and 5.

## 7. Benefits

Table 4: Anticipated benefits of Housing Strategy Document Management project

No.	Benefits	Explanation
1.	Reduced paper storage	The forms and other documents currently occupy 10 four drawer filing cabinets. At commercial rental rates the space freed up could be worth £1,500 per year.

2.	Ease of access to documents	Quicker and easier to search and retrieve documents. More than one person can view documents at the same time.
3.	Disaster recovery procedures in place.	Documents and data can be recovered in the event of a disaster. Paper records burned in a fire cannot be recovered.
4.	Improved response to customer enquiries	Ready access to documents will enable face to face and telephone enquiries to be dealt with more quickly.
5.	More efficient interviews	Reduced preparation time for face to face interviews.
6.	Meets Audit's requirements	Audit requires Housing Strategy to store documents separate from Housing Services.

## 8. Initial Key Risks

An initial risk assessment has highlighted the following key risks:

No.	Description	Likelihood	Impact	Overall Risk	Activity
1.	Being a development project, technical difficulties may delay implementation	3	4	12	Research may identify another organisation that has already delivered a MOSS/ Kofax 'scan and store' solution.  Adopt approach recommended by Microsoft and Kofax.  Agree realistic project plan.
2.	Resource conflicts with other projects	3	4	12	Project plan signed off by all resource managers.  Conflicts resolved by ICT Steering group and/ or Programme Board.
3.	More consultancy needed than has been budgeted for	1	5	5	Choose between delays whilst WDC ICT resolve problem or accept overspend.
4.	Scope creep	3	4	12	Ensure product specifications

					are agree and signed off. Improved change control procedures.
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