

ITS Strategic Roadmap – FY20 Planning

Document Management & Imaging

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Background

The Metro Government's Document Management and Imaging system is used for the creation, storage, and retrieval of records in the form of scanned images and imported electronic documents. It is the repository of a wide variety of Metro records and is accessed by most Metro departments and agencies.

The primary platform components are licensed to Metro Government by Documentum and Kofax. Metro is currently on Documentum version 8.1 while version 16.x is now contractually available to us. Note that Documentum was purchased by OpenText who adjusted the versioning of the Documentum products to match its other products. Metro is currently on Kofax V10.2 with V11 available and KTM V6.2.

The key stakeholders and authoring departments include:

- Assessor of Property
- Beer Board
- Codes Administration
- District Attorney
- Election Commission
- Finance
 - Payroll
 - Payment Services
 - Procurement
 - Treasury
 - Collections
- Fire
- Health
- Human Resources
- Information Technology Services
- Library
- Metro Clerk
- Planning
- Police
- Public Schools
- Sheriff's office
- Transportation Licensing Commission
- Trustee's office
- Water Services



The system provides a great deal of flexibility for integration with other departmental and enterprise systems. Examples of projects include access for the public via Nashville.gov for contracts and election financial disclosure records; integration with Access databases used by departments; and major integrations with Metro’s Oracle EBS, Land Management and Cityworks PLL applications. A number of those projects also include using bar codes and/or zonal optical character recognition (OCR) to automate and/or simplify the processes.

The Enterprise Applications Division of the ITS Department manages this system including maintaining, supporting, and implementing the Enterprise wide solution. The Metro Government is in the process of establishing a new contract with Acculmage, LLC through 2023 for maintenance, additional development, and support services.

Current Strategic Drivers

1. **Data Transparency, Access and Integration**  (High) – Expectations are increasing for interfacing data systems and data collaboration between Metro departments, external agencies and even private utilities, allowing combined datasets to be easily available for public use.
2. **Customer Demand: Paperless Solutions** (High) – Finance has a need for paperless solutions for Journal Entries and Payroll Entries similar to Accounts Payable.
3. **Demand for Secure Government Systems** (High) – With massive data breaches in the news on a daily basis, expectations are growing to protect the security, availability and integrity of all applications, databases and records.
4. **Citizen’s Demand: Self-Service** (High) – Citizens are increasingly savvy and want to do business on their own time and at their place rather than be subject to Metro hours of operation and potentially long lines at Metro offices.
5. **Customer Demand: Mobile Access**  (High) – in addition to self-service, today’s Metro citizen is increasingly demanding access to Metro services from mobile devices including smartphones, tablets and laptops.

On the Horizon Strategic Drivers

1. **Technology Upgrade** (High) – with new versions of internet browsers, operating systems, and other products constantly being produced, the imaging system products need to stay updated. OpenText typically releases a full version upgrade every 12 to 18 months.

Short Term Goals (0-6 months) 7/1/19 – 12/31/19

#	Goal/Objective	Est. Start	Est. Duration
1	Integrate with CityWorks PLL – as part of continued roll-out and expansion of the Land and CityWorks Systems	7/19	6 months
2	Communicate Mobile Access capability for Imaging Records – for systems using this function is already available through ePAV on Nashville.gov.	7/19	6 months



Medium Term Goals (6-18 months) 1/1/20 – 12/31/20

#	Goal/Objective	Est. Start	Est. Duration
1	Implement Quick Response (QR) Bar Code System – to enable public users to scan the QR code on a permit to receive additional information about that permit while maintaining the ability for Metro to scan the QR code for imaging purposes Budget considerations: Will require add-on license for Kofax Capture	1/20	3 months
2	Imaging System Upgrade – to upgrade from end-of-life Kofax product and to get to the latest editions of the OpenText products as well as for increasing functionality, fixing bugs, and adding compatibility with new versions of other products including Internet browsers and Adobe products. (Capital funding will be required)	1/20	9 months

Long Term Goals (18-36 months) 1/1/21 – 6/30/22

#	Goal/Objective	Est. Start	Est. Duration
1	Imaging System Expansion – continue expanding the system into additional departments and agencies and include public access as appropriate	1/21	12 months
2	New Technology – Research available technology and evaluate the benefit of replacing the current Imaging system and submit to ELT for review	1/21	6 months

Related Roadmaps

- Business Solutions
- Nashville.gov
- Cityworks
- Databases
- Web & Mobile Apps

Related Resources

- <https://www.nashville.gov/Metro-Clerk/EPAV-Contract-Search.aspx>

