

# ITS Strategic Roadmap – FY16

## ***Document Management & Imaging***

Author: *John M. Stone, Jr.*

Date last updated: *01/22/2014*

### **Background**

The Metro Government's Document Management and Imaging system is used for the creation, storage and retrieval of records as 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 V6.5 and V7.0 is already available. Metro is currently on Kofax V10.0 and KTM V5.5. Versions 10.1.1 and 6.0.2, respectively, are available.

The key stakeholders and authoring departments include:

- Assessor of Property,
- Beer Board,
- Codes Administration,
- Finance
  - Payroll,
  - Payment Services,
  - Procurement,
  - Treasury,
  - Collections,
- Fire,
- Health,
- Human Relations Commission,
- Human Resources,
- Library,
- Metro Clerk,
- Planning,
- Public Schools,
- Sheriff's Office,
- Transportation Licensing Commission,
- Trustee's Office, and
- Water Services.

The system provides a great deal of flexibility in integration with other departmental and Metro enterprise system. Examples of projects include the access via Nashville.gov to the public for Codes land and permit related records, integration with Access databases used by departments, and major



integrations with Metro's Oracle accounting and procurement applications. Some of those projects also include using bar codes and/or zonal 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 has contracted with Acculmage, LLC through 2018 for additional development and support services.

## Current Strategic Drivers

1. **Citizen Demand: Transparency (High)** – Citizens want openness, accountability and honesty from their government, and sharing data with citizens is government's obligation and allows citizens to hold public officials accountable.
2. **Customer need: Finance Demand for Imaging Attachments to Journal Entries and Payroll Entries (High)** – Finance has a need for paperless solutions for Journal Entries and Payroll Entries similar to Accounts Payable.
3. **Desire for 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.
4. **Demand for Secure Government Systems (High)** – with massive data breaches in the news on seemingly a daily basis, we must strive at all times to protect the security, availability and integrity of all databases and records entrusted to our management.
5. **Desire for new imaging related technologies (Low)** – as document management continues to evolve, new features, integration points, and capabilities become available.

## On the Horizon Strategic Drivers

1. **Technology Changes: Imaging System Upgrade (High)** – with new versions of internet browsers, operating systems, and other products such as Adobe Reader constantly being produced, the imaging system products need to stay updated. EMC<sup>2</sup>/Documentum typically releases a full version upgrade every 12 to 18 months.
2. **Customer Need: Implement Quick Response (QR) bar code functionality (Low)** – the Codes Administration has expressed interest in implementing QR bar codes to enable the public to receive additional information about the permit via a Smart Phone or tablet.



## Short Term Goals (0-6 months) 7/1/15 – 12/31/15

#	Goal/Objective	Est. Start	Est. Duration
1	<b>Electronic Public Access Viewer (ePAV) Phased Implementations</b> Metro Clerk – Legislations/Ordinances Water Services – Cross Connections Backflow Reports Election Commission – Campaign Finance Records Budget considerations: The ePAV creation utility has already been purchased and deployed.	7/15 9/15 11/15	2 months 2 months 2 months
2	<b>Develop Paperless Solutions for Currently Paper Intensive Processes</b> EBS Journal Entries and Payroll Records (Could require funding)	10/15	6 months
3	<b>Communicate Mobile Access to Approved Imaging Records</b> – this functions already available through ePAV on Nashville.gov.	11/15	6 months

## Medium Term Goals (6-18 months) 1/1/16 – 12/31/16

#	Goal/Objective	Est. Start	Est. Duration
1	<b>Imaging System Upgrade</b> -for increasing functionality, fixing bugs, and adding compatibility with new versions of other products including Internet browsers and Adobe products Budget considerations: Capital funding will be required	1/16	9 months
2	<b>Implement Quick Response (QR) Bar Code System</b> -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	9/16	2 months

## Long Term Goals (18-36 months) 1/1/17 – 6/30/18

#	Goal/Objective	Est. Start	Est. Duration
1	New Imaging Vendor Contract	10/17	3 months

### Related Plans

1. Business Solutions
2. Land (CityWorks)
3. Databases
4. Mobility
5. Nashville.gov

