

2009

Managing information and documents

the definitive guide – 20th Edition

Chapter 1

Welcome to the
20th edition



Document Management • Records Management • Content Management
• Document and Data Capture • Workflow Management • Services



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The Cimtech classified directory of products and services
is available online at

www.doconsite.co.uk

Includes details of the products and services available
from over 500 UK suppliers.

(Free access)

Chapter 1

Welcome To The 20th Edition

CIMTECH LTD has been producing a guide and directory to the content, document and records management marketplace for the last twenty years. Initially we produced a printed guide, then a printed and online guide and in this its twentieth year *Managing information and documents: The definitive guide* is an online-only publication with free online access via the Cimtech website and the www.doconsite.co.uk website. For those of you who like a paper reference copy of the Management Guide section it is rendered as a series of PDF files so you can download chapters and print them out to provide the best of both worlds—your own personal guide on your desk and online access to the latest supplier information updated online as the changes happen.

Contents

The contents cover the range of products and services available to help organisations manage their corporate information and business processes more effectively. Corporate information 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.

This guide is designed to help organisations plan their unstructured and semi-structured information management requirements. It provides guidance on the development of policies and procedures and records management tools, and presents a checklist of points to consider before specifying and procuring one or more solutions.

There is also a growing range of content management solutions marketed at individual consumers. However, the focus of this guide is on solutions marketed at medium and large organisations.

If your organisation is in the market for a system you can use the relevant sections of the directory to draw up a shortlist of suitable suppliers. For those who have already implemented a system, the guide provides a valuable update of developments in this field.

Enterprise content management

Over the years Cimtech has responded to industry developments by changing the scope and coverage of this publication. Cimtech uses the term ‘enterprise content management’ (ECM) as a generic term to describe an integrated solution designed to manage the core unstructured and semi-structured information within an organisation and to provide



Fig. 1.1
Cimtech offices,
Innovation Centre,
University of
Hertfordshire

the vital collaboration software needed to help individuals and teams work together effectively to achieve their goals.

Such a solution needs to be capable of integrating and supporting a wide range of content management and collaborative functions. These are individually covered in the guide and directory and include traditional document and data capture and document management, records management, content management, web content management (WCM), knowledge management and digital asset management. The collaborative functions include a wide range of tools to support ad hoc collaboration at one end of the spectrum and structured business process management at the other.

Many ECM suppliers come from the traditional document management field, others from the WCM field and now we are starting to see a new wave of Web 2.0 providers offering active collaborative content management services on the Web that will increasingly be marketed at the corporate market as well as the personal consumer market.

Regardless of whether you are looking for an inhouse solution or a service, the only way organisations can be sure of obtaining all the functions they need is to specify them and agree with the preferred supplier how they are to be delivered and supported.

1.1 The Introductory Guide

■ **Chapter 1** outlines the contents of the guide and includes an introduction to Cimtech.

■ **Chapter 2** is a historical guide to how we came from a totally paper world to the era of enterprise content management and how Web 2.0 is ushering in the era of collaborative content management.

■ **Chapter 3** is a guide to all the components and subsystems that make up an enterprise content management solution. This provides a starting point from which you can draw up a solution requirements list.

■ **Chapter 4** provides guidance on how to develop a corporate approach to information and records management. It provides a brief introduction to the wide range of legislation, regulations, standards and best practice guidance in information and records management and points you to where you can get further information.

■ **Chapter 5** outlines a recommended methodology for managing an inhouse ECM project including the planning, information gathering, requirements analysis, specification, procurement and implementation of an ECM solution, or whatever subset of ECM makes best sense for you at the present time. It includes a step-by-step guide to improving your records management policies and procedures as well as the implementation of your solution.

■ **Chapter 6** expands one element of the methodology presented in chapter 5 and describes how you can make the all-important business case for investing in your preferred solution.

■ **Chapter 7** contains a review of the key market trends and a preview of forthcoming events for 2009.

1.2 Classified Directory

The online directory provides a comprehensive, classified listing of systems, services and specialist hardware. The directory is divided into five sections:

- Systems
- Hardware
- Services
- Suppliers
- Reference material

1.2.1 Systems

Under 'Systems' you will find the following:

■ **Electronic document, content, web content, records and knowledge management systems**

Developers, publishers and main distributors of electronic document, records, content, web content and knowledge management software, including ECM solutions to manage the full range of electronic content. Each listing includes the product name, the services provided, the platforms the software runs on and a description of the product and its target applications.

■ **Document and data capture subsystems**

Developers, publishers and main distributors in the UK of systems and subsystems for scanning and digitising content held on paper or other analogue media and/or capturing new data directly 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, the platforms the software runs on and a description of the product and the capture, processing and output facilities provided.

■ **Workflow management and business process management software**

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 range of services provided, the platforms the software runs on, the targeted applications and a product description.

■ **Resellers/distributors and system 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. Having chosen your product, this section will help you to select the most suitable reseller or integrator.

■ **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.

■ **Micrographic equipment and systems**

Manufacturers and suppliers of cameras/recorders for archiving paper/electronic documents and data onto microfilm. Also includes additional production and retrieval equipment including processors, duplicators, readers, reader-printers and digital workstations plus software for indexing and retrieving documents stored on microfilm.

■ **Input and output devices**

Manufacturers, suppliers and resellers of a range of devices for scanning all sizes and formats of paper and microforms, and for printing or plotting digital content back onto paper in a range of sizes. Includes multifunction devices.

1.2.3 Services

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

■ **Bureau services**

Service bureaux that scan and digitise or microfilm paper documents for customers. Also includes the full range of data entry bureaux. Listing includes details of the types of documents and data they can capture and additional facilities including indexing, recognition and format conversion. This section includes the results of a survey of bureau costs for scanning and microfilming services.

■ **Off-site document storage services**

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. Listing includes details of the range of services provided including indexing, storage and retrieval services.

■ 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 and conducting audits, developing classification schemes and retention schedules and project management and business process re-engineering services.

1.2.4 Suppliers

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

■ Supplier 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. Also includes list of societies and associations serving the content management industry.

1.2.5 Reference

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

■ Glossary of terms

The most common acronyms and terms used in the document, records and content management business are listed and defined here.

■ 2009 Events

A guide to related conferences, courses and exhibitions in 2009

■ Publications and Associations

Contact details and ordering information.

1.3 Who is Cimtech and How Can We Help?

Cimtech Ltd is the UK's Centre for Information Management and Technology based at the University of Hertfordshire. We offer impartial, expert consultancy, information and advice on all aspects of corporate document, records and content management including records management services and support for full ECM implementations. We have been providing such a service for forty years and number among our members UK and European organisations in both the public and private sectors. Specialisms include assisting clients with all aspects of an information and records management programme including strategy reviews, the development of records management policies and procedures, the conduct of information and records audits, production of corporate classification schemes and file plans; assistance with options reviews and feasibility studies for the full range of ECM solutions, system specifications, procurement support, client-side project management and full implementation support plus assistance with process modelling and business process management.

We have provided consultancy support to users on over 400 projects in the past three years, taking them through the information gathering and analysis stage,



through a feasibility study and options review and on to the development of a records management strategy and/or the development of a detailed statement of requirements and the procurement and successful implementation of a system that meets their requirements. (See our website www.cimtech.co.uk for a list of Cimtech clients).

As part of its work Cimtech needs access to up-to-date, comprehensive product information and hence we have built up a database and defined the product classifications and categories used in this publication. One of our services is to make such information available in this publication. It is supported and updated by surveys and news items in our online journal *Information Management & Technology (IM@T.Online)*. See the Cimtech website www.cimtech.co.uk for sample journal content.

Cimtech members can use our enquiry and consultancy services to receive more up-to-date information throughout the year.

Cimtech also provides a range of courses supporting our areas of expertise and runs an annual conference on EDRM in the public sector with the support of The National Archives. The Cimtech website contains the latest information on the courses, publications and services that we offer.

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

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