Electronic Content Management

The Ottawa County Experience – Successes and Barriers

Michigan House of Representatives

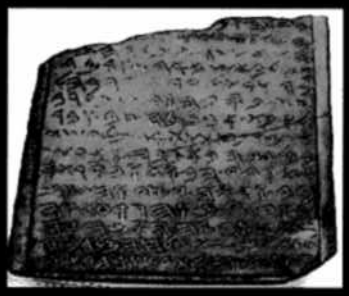
Local, Intergovernmental and Regional Affairs Committee

January 19, 2012

The Evolution of Document Management

1,000 B.C.

200 B.C.



100 A.D.

20th Century

21st Century

?

COUNTY OF OTTAWA

Department of Planning and Performance Improvement

Problems with Traditional Document Management

- Voluminous
- Costly offsite storage required
- Risk of missing/lost documents
- Reduced efficiency/increased employee stress
- Single user access
- No disaster recovery mechanism (e.g. fires, floods, tornados)
- Workflow is manual and labor intensive

COUNTY OF OTTAWA

Department of Planning and Performance Improvement

Benefits of Electronic Content Management

Elimination of hard-copy files

Rapid retrieval & distribution

Multiple user access & definable security rights

Improved customer service

Disaster recovery mechanism

Cost-savings (time and materials)

COUNTY OF OTTAWA

Department of Planning and Performance Improvement

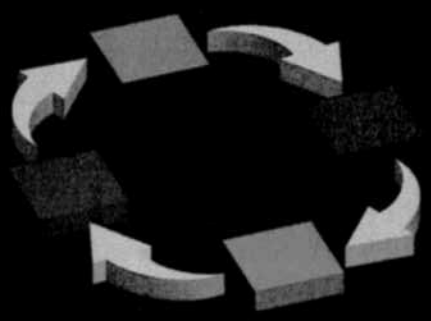
Benefits of Electronic Content Management

Workflow Automation

A key enabler of:

Employee Productivity

Customer Service improvement



COUNTY OF OTTAWA

Department of Planning and Performance Improvement

Ottawa County's Electronic Content Management System

- District Court – Grand Haven
- District Court – Holland
- District Court Probation Department
- Circuit Court – Trial Division
- Circuit Court – Juvenile Services
- Circuit Court – Friend of the Court
- County Clerk – Circuit Court Records
- County Clerk – Family Division Records
- County Clerk – Vital Records
- Probate Court
- Sheriff's Office
- Prosecutor's Office
- Community Mental Health
- Holland Police Department
- Grand Haven Public Safety
- GVSU Campus Police

One of the most comprehensive court-based Electronic Content Management systems in the nation

Used by more than 450 employees

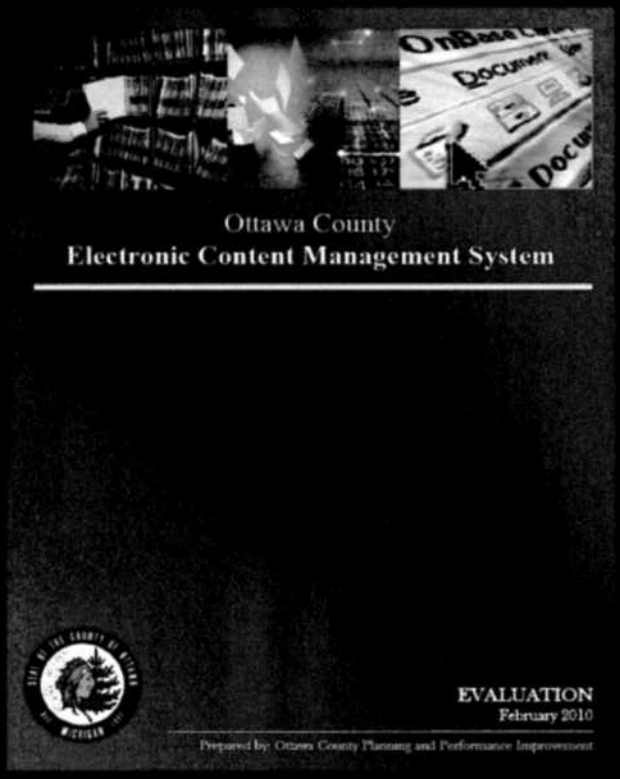
$1.23 million initial County investment

Over 5 years of experience using Electronic Content Management

COUNTY OF OTTAWA

Department of Planning and Performance Improvement

The Benefits of Electronic Content Management Have Been Quantified



COUNTY OF OTTAWA

Department of Planning and Performance Improvement

Hard Data Exists to Verify the Efficiencies of Electronic Content Management

Time-Study and Materials Analysis

- First known evaluation of Electronic Content Management to utilize a comprehensive time study and materials analysis to verify actual efficiencies
- 480 hours of time study data collected
- 45 unique workflow processes analyzed
- Over 400 pages of time study and material-usage computations

COUNTY OF OTTAWA

Department of Planning and Performance Improvement

Verified Efficiencies (Hard Savings)

12,492 regular staff hours saved annually

452 overtime hours saved annually

549,067 less pages copied annually

7,257 less documents mailed annually

2,935 less file folders purchased annually

7 Lotus Notes licenses saved annually as a result of staff reductions

35 computers saved over 25-years as a result of staff reductions

COUNTY OF OTTAWA

Department of Planning and Performance Improvement

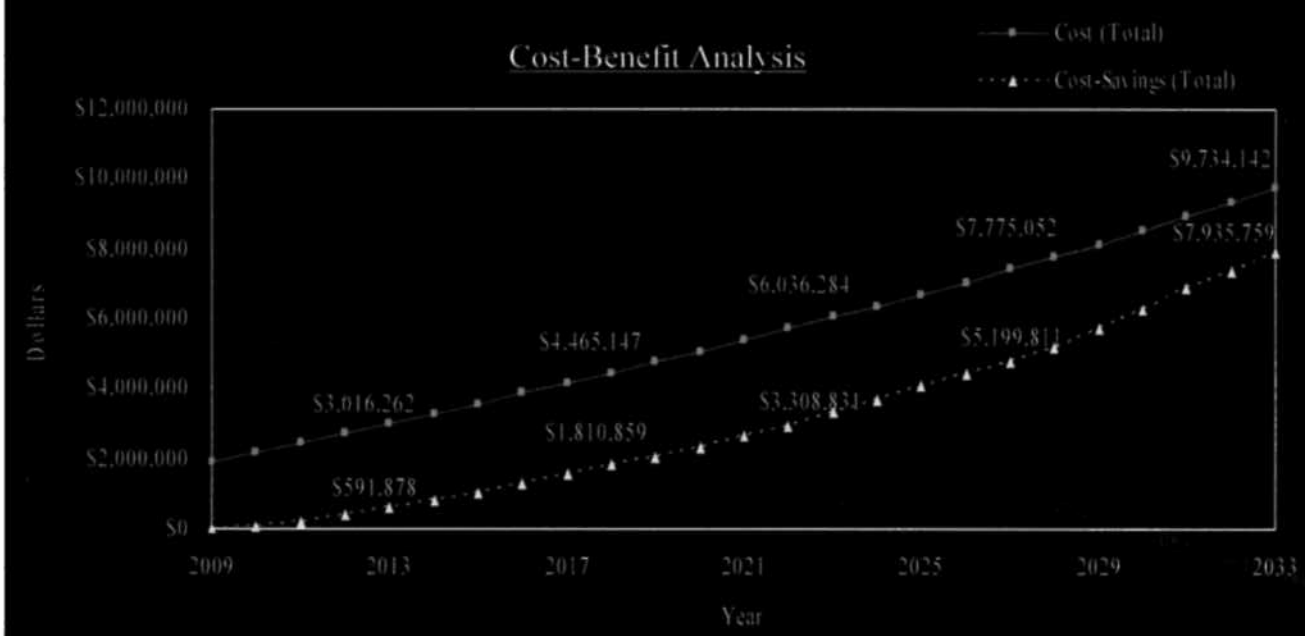
Inefficiencies Stemming from Archaic State Statutes/Rules

- State of Michigan requires the continued use of a **paper file** (MCR 1.109A)
  - Increase of 801,613 pages printed from computers annually
  - Extra Labor Costs
- State of Michigan requires the continued use of **Microfilm** for permanent record archive
  - Increases equipment and supply costs
  - Extra Labor Costs
  - Reduced record protection
  - Facility costs (humidity controlled room)

COUNTY OF OTTAWA

Department of Planning and Performance Improvement

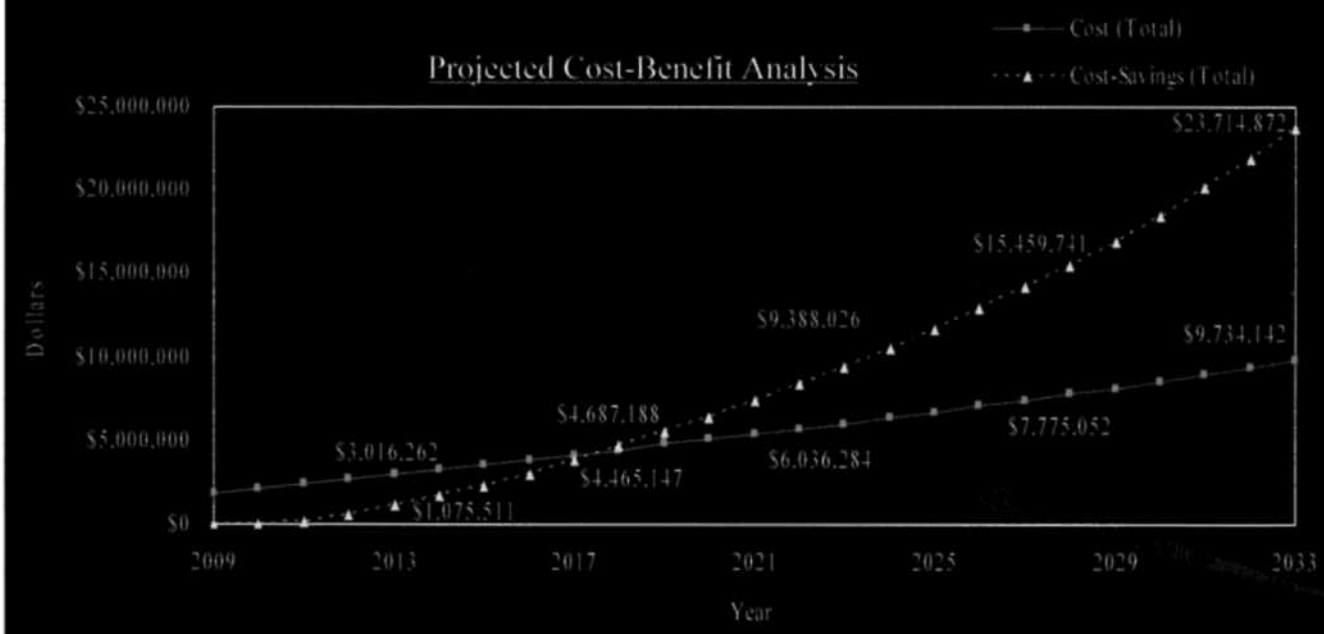
Hard Savings Gained Under Current State Rules
(Soft savings are not included)



COUNTY OF OTTAWA

Department of Planning and Performance Improvement

Projected Hard Savings with MI Statutory Change
(Soft savings are not included)



COUNTY OF OTTAWA

Department of Planning and Performance Improvement

Retention and Preservation of Electronic Documents

<u>Outstanding Concern:</u> Microfilm is the preferred method for permanent retention of records

"Imaging is acceptable for active document retrieval systems within the trial court, but it shall not be used for purposes of records retention"

"Trial courts must maintain all original records for the statutory minimum retention period. If a court chooses to destroy an original record after this minimum retention period, it may do so only after microfilming that original record."
Michigan Trial Court Case File Management Standards (2011)

Microfilm requires a humidity controlled environment and continued monitoring of natural disintegration. If disintegration occurs, re-filming is necessary. The cost to repair microfilm machines is also expensive.

COUNTY OF OTTAWA

Department of Planning and Performance Improvement

Retention and Preservation of Electronic Documents

A Solution: Permit the use of electronic content management systems for permanent retention

Arizona has adopted the following solution:

"In accordance with ACJA § 1-504(E)(4), courts shall periodically refresh electronic records in order to ensure their accessibility for as long as the applicable records retention schedule requires."

"Courts shall maintain primary and secondary copies of records online at all times using at least two physically separate, RAID Level 5, disk arrays...Primary and secondary storage shall be attached only to dedicated servers having redundant power supplies, network interface cards, and controller cards."

- Arizona Code of Judicial Administration, Protection of Electronic Case Records in Paperless Court Operations

COUNTY OF OTTAWA

Department of Planning and Performance Improvement

Migration of Electronic Records

<u>Outstanding Concern:</u> Migration of electronic records believed to be problematic

"Failing to migrate electronic records can be problematic, because new generations of technology are not always compatible with those they are replacing. Unfortunately, migration of electronic records can be very time consuming and expensive; and for long-term electronic records, it may need to be repeated many, many times."

Records Management Manual for Local Governments (2010)

Electronic documents can be easily migrated into another software system, as necessary.

THIS IS NOT ROCKET SCIENCE

COUNTY OF OTTAWA

Department of Planning and Performance Improvement

Migration of Electronic Records

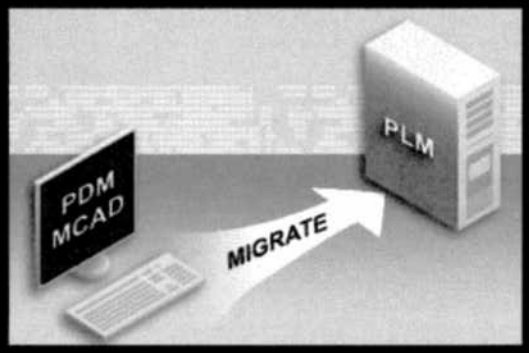
<u>A Solution:</u> Ensure that electronic content management systems store documents in an open, non-proprietary way

Arizona has adopted the following solution:

"Courts shall ensure continued accessibility via a planned migration path so devices, media, and technologies used to store and retrieve records are not allowed to become obsolete."

"Courts shall not create or store electronic records using systems that employ proprietary designs, formats, software, or media or that require use of non-standard devices to access records, in accordance with ACJA § 1-504(C)(1)."

- Arizona Code of Judicial Administration, Protection of Electronic Case Records in Paperless Court Operations



COUNTY OF OTTAWA

Electronic Duplication of Original Records

<u>Outstanding Concern:</u> Digital media not considered 'human-readable'

"A suitable duplicate record [MCL 600.2137(2), (5)] is a human-readable copy, which means the duplicate record is either paper or microfilm; digital imaging does not meet the definition of a human-readable copy."

General Records Retention and Disposal Schedule #16 – Michigan Trial Courts

Documents in an electronic format provide readers with various options for viewing text through dynamic zoom-in and zoom-out features, as well as electronic search capabilities

COUNTY OF OTTAWA

Department of Planning and Performance Improvement

Electronic Duplication of Original Records

A Solution: Allow electronic documents to be considered readable media

Arizona has adopted the following solution:

"Effective January 1, 2008 for counties that maintain an electronic court record authorized by the Administrative Office of the Courts, originals of documents, instruments, books, papers, depositions, and transcripts in any criminal case may be destroyed, provided that the Clerk shall maintain for public use an exact replica of these items after destruction and a device for viewing it."

- Arizona Supreme Court Rule 94(h) – Records Management, Destruction of Original Case File Records

COUNTY OF OTTAWA

Department of Planning and Performance Improvement

For More Information

Dan Krueger, Ottawa County Clerk
616-994-4531
dkrueger@miottawa.org

Kevin J. Bowling, JD, Court Administrator
20th Circuit and Ottawa County Probate Courts
616-786-4100
kbowling@miottawa.org

COUNTY OF OTTAWA

Department of Planning and Performance Improvement

What Does the Future Hold?

- Continue to pursue statutory and rule changes allowing for record retention via ECM
- Monitor OnBase software developments for new applications
- Evaluate ECM efficiencies and deploy staff accordingly
- Review potential ECM applications for additional County Departments and add as resources permit
- Create additional user seats for local law enforcement and local units of government when requested
- Continue to focus on developing a positive ROI

COUNTY OF OTTAWA

Department of Planning and Performance Improvement