Tips for Document Imaging

VALID JUSTIFICATIONS FOR DOCUMENT IMAGING	INVALID JUSTIFICATIONS FOR DOCUMENT IMAGING
👍 ENHANCED BUSINESS PROCESS	👎 WE HAVE A STORAGE PROBLEM
👍 MULTIPLE POINTS OF ACCESS	👎 PAPERLESS FOR THE SAKE OF BEING PAPERLESS
👍 CONSOLIDATED RECORDKEEPING	👎 LOW REFERENCE DOCUMENTS
👍 INTEGRATION WITH ENTERPRISE SYSTEMS	👎 DOCUMENTS SOON TO BE DESTROYED
👍 SINGLE INSTANCE MANAGEMENT	

WHEN EMBARKING ON A DOCUMENT IMAGING PROJECT CONSIDER THE FOLLOWING:

➢ Develop a policy and procedures manual that documents the hardware and software utilized, as well as all policies and procedures relating to security, document preparation, scanning, quality control, indexing, access and discovery, backup, disaster preparation and recovery, migration planning, and the integration of the imaging program within your records management program.

➢ Utilize a system with an open architecture to facilitate the eventual migration to successor systems.

➢ Utilize open source file formats TIFF, PDF/A, JPEG200, and/or PNG. Maintain the images in an uncompressed state or use lossless, non-proprietary compression methods.

➢ Utilize a scanning resolution of 300dpi (dots per inch). This may vary depending upon the nature of the document, for example:

- ♦ 200dpi may be acceptable for black and white, clean word processed or typed documents
- ♦ 400dpi or greater may be necessary for colored forms, faded thermo-faxes, or architectural drawings

➢ Require 100% visual quality control (QC) with a supervisory sampling above and beyond the operator QC.

➢ Maintain image processing operator logs that indicate who scanned, indexed and QC'd what and when. Typically this log may be generated from the system, kept in a spreadsheet or database or can be as simple as a handwritten paper log. This supports the authenticity and provenance of the record.

➢ Develop an indexing scheme that at a minimum allows the same amount of access to the records as if they were still in paper format. However, the point of an imaging project is typically to enhance the access.

➢ Develop an appropriate backup plan for the digital images that is geographically separate from the operating system.

➢ Develop a disaster prevention and recovery plan, which is more than just your backup plan. This document outlines how the agency or service bureau would get back into business if something happened to its imaging system. Who does what, when and where? It may include a provision for "eye readable" backup such as the original documents or hybrid microfilm created from the digital images.

➢ Develop a data migration statement that indicates that that your agency understands that it will have to move from old technology to new technology, whether storage, hardware or software at some point; that it is positioning itself to do so and is budgeting for this eventuality.