NITC 5-101

State of Nebraska
Nebraska Information Technology Commission
Standards and Guidelines

NITC 5-101

Title	Enterprise Content Management System for State Agencies
Category	Groupware Architecture
Applicability	Standard for all State government agencies, excluding higher education

1. Standard

1.1 State agencies managing content and creating workflow as described in Section 2 shall use the Enterprise Content Management System (ECM) that is provided through the Office of Chief Information Officer (OCIO).

1.2 Agencies must consider, through consultation with the OCIO, using the ECM's E-Forms software for any new electronic forms applications.

2. Managing content and creating workflow includes the following:

- Capturing paper documents through the use of scanners and storing them in electronic form;
- Capturing all type of content (audio, video, e-faxes, emails, MS Office documents, etc) and storing them in electronic form;
- Electronic searching and retrieval of captured content;
- Automating records retention and archiving;
- Automating business processes through workflow;
- Reducing and/or eliminating paper document storage.

3. Purpose

The purpose of this standard is to provide, to the extent possible, a single technical solution for State agencies:

- Capturing all types of content and storing content electronically;
- Converting and minimizing the number of paper documents the State maintains;
- Facilitate searching and retrieval of electronic documents;
- Retain and dispose of electronic documents based on established document retention policies;
- Improve efficiency and accuracy of exchanging information; and
- Unify document management in a single system to take advantage of economies of scale.

4. Exception

This standard does not apply to systems already in use by an agency, unless:

- The agency intends to buy significant upgrades;
- The agency intends to buy a significant amount of new modules; or
- The agency intends to do a significant amount of custom development

For guidance on these points, contact the OCIO.

5. Definitions

5.1 Documents – The State currently utilizes a great deal of paper-based documents. These documents are generated internally from both manual and automated processes. Paper documents also come from external businesses and citizens. Additionally, each paper document is read by a person to determine its purpose, what information it contains, what it is associated with and what should be done with it.

Indexing is a process of extracting the key content of the document and storing that information with the electronic version of the document. The purpose of the index information is to facilitate searching and retrieval of the document and facilitate automating processes using workflow in an agency. The index information can also be used for securing the document as well as to associate multiple documents together.

The ECM will consume paper documents by either using scanners and/or electronic document uploads. The documents can be indexed by automated means using Optical Character Recognition (OCR), Intelligent Character Recognition (ICR) and/or bar codes. The ECM facilitates both automated and manual indexing.

5.2 Processes (Workflow) –For those paper documents that are processed manually, (i.e. from one desk to another, one agency to another, and are dependent on individual organizational skill sets to insure documents are not lost, processed timely, processed accurately and filed correctly) can be greatly improved with automated workflow. Even automated processes that were previous built with little or no integration to other processes can be improved and enhanced as well.

The ECM supplies a framework to allow agencies to easily create flexible automated workflows that can utilize documents or work as independent processes. These automated workflows readily integrate with existing processes.