

# Document WorkBench™ for Record Management

*Automated Management of Records and Flexibility Features ensure Compliance, Improve Work Efficiency and save Costs*

## Document WorkBench™

### Highlights

- Highly Secured.
- High Performance.
- Features Rich
- Highly Scalable
- Yet, easy to operate and manage.



## Record Management – Risks and Compliance Challenges

Record Management in the past mostly refers to the management of records which were no longer in everyday use but still need to be kept. These records were stored physically in either some archive cabinets in the premise or at offsite storage, like a warehouse. Records must be stored in such a way that they are accessible and safeguarded against damage caused by environment factors and pests.

For records that may be required to be presented as legal records, special care must be taken to ensure the records are properly kept and any damage, alteration or missing content is properly documented. For legal presentation, a record must be authenticated and forensic expert may be call upon to examine a document to determine that it is not a forgery.

In more modern day usage, Record Management refers to the entire “life cycle” management of records, from creation through to their eventual disposal.

With the advance in computerization today, more records are kept in digital format, or more widely known as electronic records. Electronic records raise specific issues, it is more difficult to ensure that an electronic record is preserved and protected when it has no physical form; legal risks are, therefore, increased. Therefore, there needs to be a guiding standard as an adequate and appropriate basis to address challenges of managing records in automated environment; the ISO 15489 standard is one such standard that is widely accepted in the market.

Besides, highly publicized corporate scandals involving frauds and records-related mishaps recently has called for more compliance regulations and statues and corporations in general have to establish a Record Management system to meet records compliance, retention period requirements, litigation preparedness, and related issues. The role of the record manager and Record Management system has also grown to include protection against privacy, data, and identity theft in today’s highly connected world. Record Management System becomes a requisite aid.

## Document WorkBench™ Record Management System

Document WorkBench™ Record Management System complies with ISO 15489 and Singapore’s NAS standards for electronic records management.

**ISO 15489: 2001** standard defines Records Management as "The field of management responsible for the efficient and systematic control of the creation, receipt, maintenance, use and disposition of records, including the processes for capturing and maintaining evidence of and information about business activities and transactions in the form of records".

In addition, Document WorkBench™ Record Management also provides management for hard copy records. This addresses the situation of most organizations today where both hard and soft (electronic) copies of documents exist and both need to be managed and maintained.

## Hardcopy Management

Document WorkBench™ Hardcopy Management functions like a library system where records location, reservation, loan and circulation status are being tracked. Retention policies can be applied to the records and so do the archival and disposal procedures. As is with the softcopy management, a list of records due for archival or disposal review and approval will be automatically generated based on the policies in force. This increase efficiency and productivity in managing hardcopy records.

## Softcopy Management

Much of softcopy management work the same way as hardcopy management does, for example, defining retention, archival and disposal policies; review and approval of archival and disposal etc. But in many aspects, they are quite different:

- for hardcopy record, only one person can view it at a time but for softcopy, there can be multiple viewers at any one time;
- softcopy records are encrypted;
- softcopy record management complies to ISO 15489, VERS and NAS standards;
- high security controls are applied to the softcopy records;
- etc.

## Web Based

Document WorkBench™ Record Management is deployed as web-based solution which reduces cost on deployment. It integrates tightly with the Document WorkBench™ suite of software for consistent implementation of high security protection of records and data with RBAC (Role Based Access Control) security model and other features like record check-in / check-out, version control, audit, etc.

## Support for Multisource Indexing

With Document WorkBench support for tighter integration with Microsoft and Open Office, applications like Word, Excel, Outlook, etc enables direct indexing into Document WorkBench™ Content from within these applications. This feature provides added boost to user's productivity. Email filing is made easier with Personal and Server-based emails filing.

## Support for Automated Classification

Manual adding classification of records has its limit and can affect user's productivity; Document WorkBench™ Record Management supports auto-linking of records to 'File' based on its metadata, again boosting user's productivity.

Similar records can be classified under 'File'. 'File' allows organizations to effectively implement retention schedules and policies.

## Records Integrity

Record's Integrity can be defined from metadata, context, and the structure of the original record. Document WorkBench™ repository stores the records in its native format and does not alter it in any way. Email records are stored in universally accepted .eml and .msg format. Audit trail, metadata and other context information related to each record is maintained. Hence record integrity is preserved. Meanwhile, Document WorkBench™ uses AES256 encryption algorithm to protect the data privacy, and SHA6 hash algorithm as digital signature to ensure the data integrity.

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