



Technology | Document Management | Consulting Services

Xerox DocuShare Records Manager

Powerful Records Management for Every Knowledge Worker

Records Management has historically been a centralized, back-office function within the enterprise, with dedicated Records Managers focused exclusively on managing vast quantities of physical documents. Today, publicly-traded companies and government agencies must comply with regulations to strictly preserve and control all critical business information as records; however this critical business content is now being created electronically by thousands of knowledge workers engaged in numerous collaborative and workflow processes, most with little experience or interest in Records Management (RM) functions. Therefore the new enterprise challenge is to make RM compelling for every knowledge worker.

Simple, powerful RM for the entire organization.

Introducing DocuShare Records Manager, an intuitive Electronic Records Management (ERM) application specifically designed to address the divergent needs of both Records Managers and knowledge workers. DocuShare Records Manager helps RM staff secure and control electronic content, while enabling any authorized knowledge worker in the enterprise to easily and accurately classify and declare records.

Unlike other solutions, DocuShare Records Manager is cost effective, easy to deploy, and promotes adoption by integrating with existing work processes. It's simply the most efficient way to successfully extend RM compliance policies and procedures to your entire organization.

Centralize administration, distribute classification and declaration.

DocuShare Records Manager has been designed to map to the ways RM functions and roles are most logically allocated within an organization:

Classification of documents and content is typically assigned to the owner of the content, or the knowledge worker most intimate with the business process or context. This is a broad capability within an enterprise, and could include engineers collaborating on a project, office administrators handling inbound and outbound communications, contract staff scanning accounts payable invoices, and so on. Classification as an activity can take place at any point in a work process, whether the process is highly structured or purely collaborative.

Declaration is a more considered activity, requiring the worker to declare a specific document to be accurate and correctly classified within the Records Management system. These workers have typically received some training from the central RM team and understand the record types generated by their specific workgroup or department, such as corporate legal or human resources.

Administration is the function most easily recognized by existing RM staff. A central Records Management department, team, or individual has responsibility for

implementing a file plan and retention schedule, assigning the initial high-level roles to named users in the RM system, and providing the electronic infrastructure that is used by the organization for Records Management.

With DocuShare Records Manager, classification, declaration, and administration capabilities can be assigned and managed as discrete functions, enabling knowledge workers to classify records as a part of their daily activities, while final declaration is made after classified records are verified by a manager or other responsible party. Further, RM's administration of access permissions, file plans, destruction and hold dates, or other RM rules can be monitored and instantly applied to the entire organization. This distributed functionality eliminates the need for typical workers to learn and apply specific RM policies to electronic content by making classification and declaration as routine as any other document management task.





Records Management with benchmark ease of use.

Like all DocuShare products, Records Manager is highly intuitive and permission driven. Dynamically generated menu tabs appear automatically within the DocuShare Web browser UI as roles are assigned. When a user with appropriate access privileges logs in, the correct tab appears based on the role assigned to the user. Records can be classified or declared as part of routine document management processes. And by using industry-standard protocols such as WebDAV, users can quickly save content from their desktop applications to DocuShare Records Manager in one step.

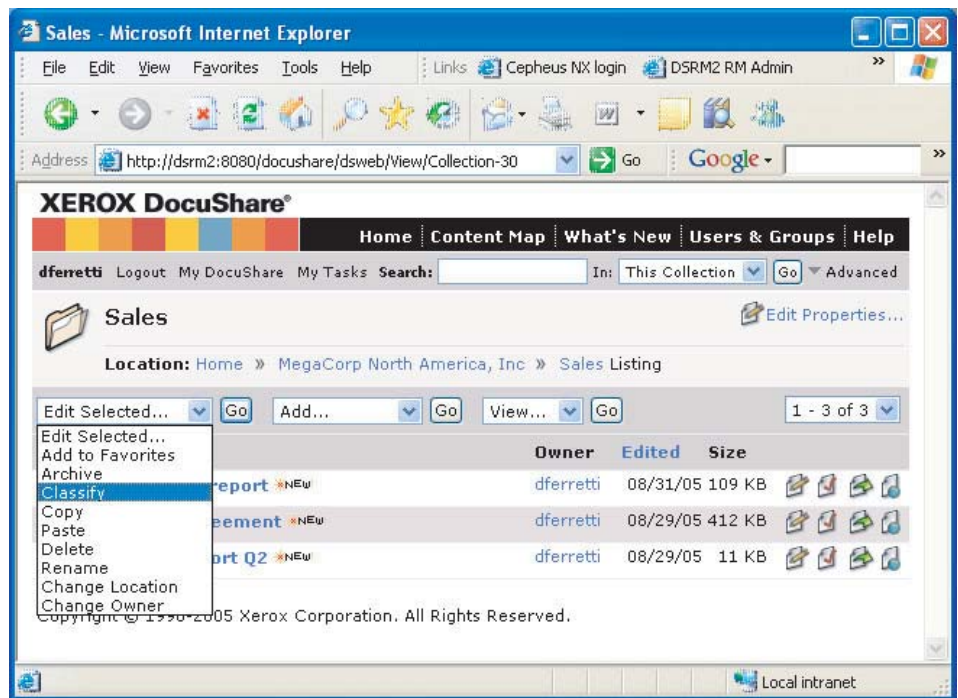
Records Manager is extremely easy to deploy across the enterprise. Once the RM server is established it can be linked into additional DocuShare environments in minutes. This provides a single, powerful ECM/ERM solution that accommodates organizations with large numbers of distributed users and allows for rapid growth, easily scaling from small departments and workgroups to the enterprise. Any DocuShare user can participate in RM with minimal training, no client software, and regardless of their computing environment.

Flexible integration and superior core functionality.

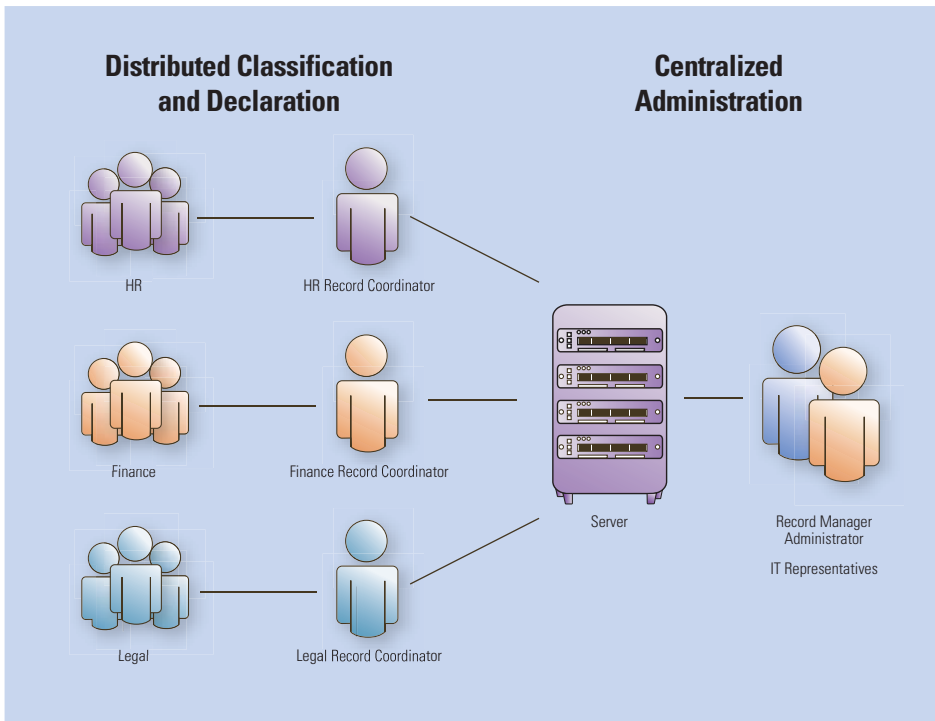
DocuShare Records Manager has been certified to meet DoD 5015 requirements for electronic records management, providing core RM compliance, audit, and destruction functionality. DocuShare's ECM environment, delivering collaboration, business process automation, content management, and imaging capabilities, is built on a modular, scalable Java2 Enterprise Edition (J2EE) platform. Seamlessly integrated, this best-of-breed solution enables powerful, distributed records management that can be easily integrated with larger corporate objectives related to regulatory compliance, legal discovery, and enterprise content management in ways that streamline procedures and increase overall productivity.

Declaring Emails as Records with DocuShare

The ability to manage email content and attachments as records is a vital part of an organization's overall compliance strategy. DocuShare supports the capture of email content with the DocuShare Email Agent and DocuShare Outlook Client Modules. When integrated with DocuShare Records Manager, these powerful modules allow users to declare emails as records, with or without attachments, or to declare attachments as records in their own right. All email metadata is preserved, along with email subject lines, body content, HTML, and graphics.



Any authorized DocuShare user can *classify* a document. Simply select classify from the tabbed menu, then specify the record's location, type, and properties.



Research indicates one of the key barriers to electronic records management in the enterprise is lack of user acceptance. This may be because other solutions treat records management as a unique process. DocuShare Records Manager brings RM capabilities to distributed knowledge workers with exceptional ease of use by integrating into existing worker activities around capturing, storing, managing, and sharing information. This results in more documents being accurately and quickly declared as records, leading to greater compliance, improved performance, and lower per-document or per-user costs. DocuShare Records Manager preserves existing business processes and procedures, ensuring the right information remains available at the right time for faster and more informed decision-making.

Gain key capabilities for compliant Records Management solutions.

DocuShare enables RM administrators to design, apply, and control all the necessary policies and procedures required to implement their ERM solution.

File Plan Designer—Creates the building blocks for declaration and classification of records based on a file plan defined by corporate policies and taxonomies.

Lifecycle Designer—Defines the rules attached to the building blocks in a file plan. Supports different lifecycles for different classes of records.

Time/Event Disposition (phase transitions)—Supports time, event, and event/time disposition modes with cutoff features to account for the end of a fiscal year or business quarter.

Vital Records—Duly designate vital records for special treatment, to provide a higher level of oversight and control.

Report Designer—Complete reporting suite allows administrators to query and report on the record status at any given time.

Advanced Querying—Offers both simple and advanced querying and reporting using metadata associated with records.

Legal Hold—Enables application of a legal hold to designated records. Records under legal hold are protected from destruction until the hold is lifted.

Audits—Provides extensive activity logging and audit trails, essential to provide legal support of retention and destruction.

Meet today's compliance needs and prepare for the future.

DocuShare Records Manager enables the rapid deployment of nimble, scalable ERM solutions that are ideal for document-intensive businesses of every size. Its support for distributed teams brings RM compliance to all levels within the organization, resulting in significant benefits:

Reduce litigation risk via structured document destruction.

DocuShare Records Manager provides a highly structured approach to record retention and destruction. When Records Manager is properly implemented within a context of clear and consistent corporate

policies, document destruction will be better understood, and businesses have a means of consistently managing and dis-positioning of records in compliance with all relevant laws, regulations, and policies.

Reduce costs during litigation via improved evidence discovery.

With a well-defined process for record retention and destruction, backed by supporting audit trails, organizations can use DocuShare's advanced full text and metadata search to reduce the total time of electronic evidence discovery (e-discovery) during litigation. Conversely, they can protect themselves by destroying expired content in a timely fashion.



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Meet compliance regulations.

Good record keeping means that companies can more easily demonstrate compliance with regulations that affect their business*. This can in turn lead to significantly lower costs for company audits. Because the entire system is Web-based, it is practical to give remote access to auditors or investigators should the need arise.

Improve decision-making.

DocuShare Records Manager helps ensure all parts of an organization are making important business decisions based on timely, relevant information, due to the structured destruction of dated or irrelevant information, and the enforced retention of key information.

Reduce operational costs.

DocuShare Records Manager can help reduce physical storage costs, mandated e-discovery costs, and the costs associated with finding, identifying, and retrieving mission-critical business records. In addition, DocuShare can help reduce the cost associated with locating or recreating lost content; distributing content; or outputting electronic content into hard-copy formats for compliance or business process needs.

DocuShare Records Manager Features

As a part of the DocuShare ECM environment, Records Manager offers advanced capabilities that make it an exceptional ERM solution. DocuShare with Records Manager provides both ECM and ERM functionality, leveraging servers and systems to keep administration simple and costs low.

Distributed user roles: Support distributed RM functions with a tiered user model that suits different work roles:

Contributor—Average knowledge workers handle business-critical documents as part of their day-to-day work. All Contributors can classify documents; they can also be given Declare privileges.

Coordinator—Performs the same tasks as Contributors, as well as declaring classified objects as records. Coordinators are typically managers or some other designated person assigned to ensure objects have been correctly classified.

Administrator—Usually a member of the RM department in a dedicated role, managing file plans and record types, creating new users and setting up access permissions as needed.

Declare-in-place: Even when content is declared a record, it remains accessible to all business processes within DocuShare. URLs are unchanged, metadata and search key words are preserved, and, unless superseded by RM rules, all security protocols and access permissions remain intact.

Declare any document or email as a record: Any type of electronic document can be declared as records, including emails and attachments, scanned documents, graphics and digital assets, collaborative documents, HTML/XML content, and more.

Manage legacy content: Paper documents can be captured with Xerox or third-party imaging hardware and software, and easily brought into the DocuShare RM environment.

Multi-declaration support: Single documents can be classified under multiple file plan locations without duplication.

Support for existing business processes: Documents can be routed for approval before or after declaration as a record.

Predecessor/successor support: Add successors to frequently updated documents and track preceding and subsequent versions of declared documents.

File plan Auto Presets: Enable automation of specific, frequently repeated, or complex declarations by pre-defining the record metadata values to use. Associated with a User, Group, or DocuShare Collection, Presets enable auto-classification of a document or email simply by placing it in that collection.

Dynamic User interface: UI is fully permission-driven. Users can only access those parts of the classification, declaration, and file-plan interface to which they have been explicitly given access.

Activity logging, accounting, and reporting: All activities related to records are logged in the system, allowing investigators, administrators, or auditors to identify who, where, and when records were accessed.

Electronic destruction: Supports compliance initiatives with automatic destruction of electronic content based on file plans.

Open, cross-platform support: DocuShare's Web-based interface supports every user regardless of their computing environment.

Leverages existing infrastructure: Utilizes existing databases, file storage plans, user and group directories, and desktop clients.

Full Web-based administration: Key roles and functions can be defined, administered, and monitored via the intuitive Web UI.

***While DocuShare and DocuShare Records Manager can provide a solution that fits within a compliance framework, organizations first need to define policies, documentation, and infrastructure to support government compliance requirements. The Xerox DocuShare business team can help you develop and deliver a compliant solution to meet your specific regulatory needs.**

Xerox DocuShare®

Essential Enterprise
Content Management

For more information on DocuShare and how it can bring greater efficiency and benefit to your department, agency, or organization, contact a Sales Representative at **1-800-735-7749**, or visit us at **<http://docushare.xerox.com>**.

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