

DIGITAL FAST TRACK TO  
PUBLIC SERVICE  
Collin County Experience

GTC Southwest 2009  
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# Learning Objectives

Upon completion of this session, participants will be able to:

- Assess the document management needs of their organization
- Identify the importance of project planning including a well written RFP
- Implement a change management strategy by involving customers (users) early in the process
- Explore lessons learned from an actual document management system implementation.

# Who is Collin County

- Location – 30 miles south of Red River and 34 miles north of Dallas, Texas
- One of the fastest growing counties in the nation
- Estimated Population (2008): 749,500
- New residents moving in each day: 94
- 6<sup>th</sup> most populous county in Texas

# Collin County Court Cases Filed

- Includes District Courts, County Courts, and Justice of the Peace Courts
  - 1996 33,438
  - 2007 84,701
- Traffic citations from JP Courts
  - 1996 11,434
  - 2007 34,940
- Source – State of Texas Office of Court Administration annual reports 1996 and 2007

# Why document management?

- County strategic plan

Adopted 3/28/2006 Court order #2006-318-03-28

- Fragmented – silos of information in multiple departmental solutions
- 33 gigabytes+ of images in legacy (mid 80's) mainframe system
- New court management system will require images be stored instead of paper documents

# 2006 statistics

- Sheriff's Office Records – scans over 4.3 million images per year
- District Clerk 2-year project to convert 1846-2000 case files to images- approx. 10 million images
- 15,000+ reels of original microfilm to store permanent archival records
- In 2006 identified over 18,450 boxes of paper records stored by multiple departments in multiple locations

# Why change?

- Existing legacy systems developed internally in 1982-1984
- Last 10 years 253% increase in number of cases filed
- Opportunity for significant cost savings by combining efforts with other Texas counties
- Improve response to citizens request for information (Open records)

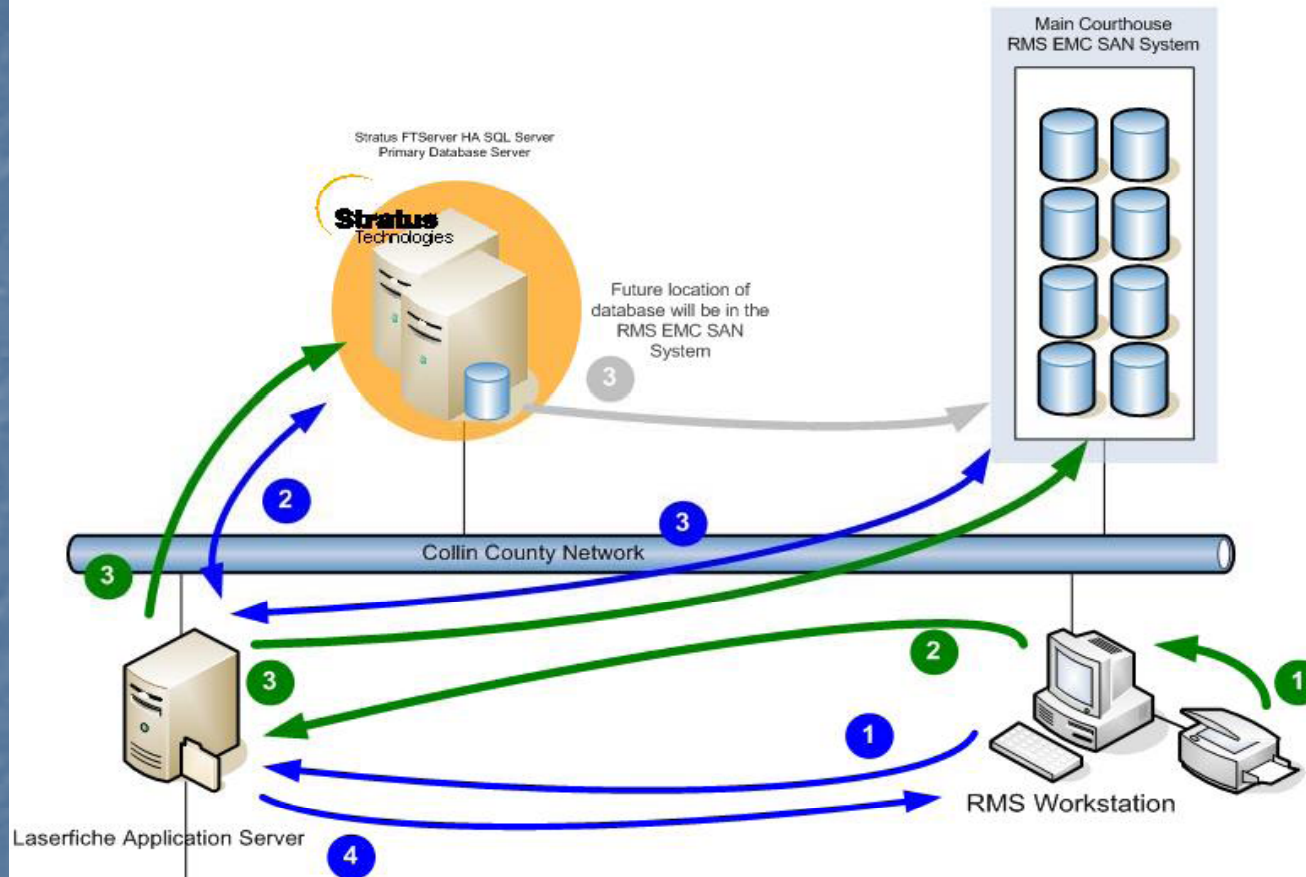
# Our Solution

- RMS committee formed August 2006 composed of representatives from DC, CC, DA, SO, Purchasing, Auditor, IT, and Records
- Created internal SharePoint™ site to facilitate communication
- Dec 12, 2006 Commissioners Court approval to advertise RFP
- June 12, 2007 Commissioners Court awarded
- Implement in phases

# Records Management System

- **Definition** – RMS is the way the County manages its records including electronic, paper, microfilm, audio/video.
- **Purpose of new system** – To provide an enterprise-wide physical and electronic records management (electronic document) system to County departments and enable consistent retention implementation.
- **Objective** - To obtain high quality information technology services and systems, in a cost-effective manner. To enhance the availability of public records in an efficient and user-friendly environment.

# RMS Laserfiche System



## RMS Application Flow

### Data Input

#### Step 1:

Collin County employee scans documents using a 5530/5650/5750 Fujitsu scanner.

#### Step 2:

Scanned image is converted to text using OCR (Laserfiche) for indexing and storage. Text and image is passed to server.

#### Step 3:

Server simultaneously sends text indexed data to database server and image data to the RMS EMC SAN Common Internet File System (CIFS) share on the RMS EMC SAN system.

### Data Retrieval

#### Step 1:

User searches for records using either locally installed client or Weblink running on RMS application server.

#### Step 2:

RMS application server sends request to RMS database server. RMS database server returns the logical pointer to the image on CHRECORDS (EMC SAN).

#### Step 3:

Using the logical pointer RMS application server retrieves the image from CHRECORDS.

#### Step 4:

RMS application server supplies the image to the locally installed client or Weblink running on the user's workstation.



RMS Laserfiche System

Collin County  
IT Department Collaboration, 9/20/07  
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# Phases of Implementation

- Phase One
  - District Clerk, County Court at Law Clerks, District Attorney attorney note files, Auditor accounts payable
- Late Phase One additions
  - Justice of the Peace closed case files and Property Tax coupon and customer payments
- Phase Two – Fiscal Year 2009
- Phase Three – Fiscal Year 2010



# What should you do?

- Compile records inventory
- Involve customer (user) departments
- Coach, teach, train to obtain customer support
- Listen to customer concerns and needs and identify “subject matter experts” within their departments

# Lessons Learned

- Customer (departmental subject matter expert) input is critical to success
- Very few will help write the request for proposal, but they should review and approve
- Avoid project scope creep – start with a well written project plan
- Anticipate changing environment – don't implement in a vacuum

# Lessons Learned (2)

- Make sure your policy and procedures include electronic records
- IT developer support critical
- Have a plan to address increased demand
- Use a phased approach – don't try to do everything at once
- One user department has identified over 200 hours of staff time saving plus \$\$ in reduce office supplies in first six months of implementation

# Questions and Comments

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