



TOWN OF HINTON

Document Management Policy

Policy No. 047

Created By: Planning and Technical Services

Approved By: Town Council

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POLICY STATEMENT

The Town of Hinton is committed to maintaining a user friendly and reliable documents management system to provide timely and secure access to information.

1. GOALS

The Goals of the Document Management Policy are:

- Ensure effective operation of the Town of Hinton's Document Management System
- To reduce paper and the physical demands of storing documents.
- To eliminate redundancy within the filing system
- To make access to applicable information quick and reliable while maintaining security and integrity.

2. DEFINITIONS

Document:

All sources including, but not limited to, letters, charts, maps, drawings, photographs or emails on which information is recorded or stored by graphic, electronic, mechanical or other means.

Transitory record:

Transitory records are records of temporary usefulness that are needed only for a limited period of time in order to complete a routine action or prepare an ongoing record. Examples of these are brochures, periodicals or job postings.

3. METHODS AND PROCEDURES

All documents are to be stored in the filing systems unless identified clearly as a transitory record.

4. **RESPONSIBILITIES**

Records Manager:

- Review and maintain folder structure of document management system for at least the first two levels of folder
- Audit usage of document management system and report back to each affected area the results
- To identify security requirements and level of access provided to each user
- To provide reports of operations to the Department Managers
- Provide training to new personnel and requests for training (refreshers)

Systems Analyst:

- To ensure the continued operation of the document management hardware and software including providing disaster recovery, system upgrades and maintenance.
- To do nightly backups of the document management system to provide disaster recovery
- To implement any structural or security changes to the document management system that the Records Manager has identified and cannot implement themselves
- To ensure client access to the document management system is maintained.
- Ensure continued compatibility and accessibility of documents within the system as new technologies emerge.

Department Managers:

- Receive operational reports from the Records Manager
- Where needed, correct actions of users based upon recommendation of Records Manager.

Users:

- To ensure their own use of the document management system follows the standards, policies, procedures and definitions outlined.
- To provide the Records Manager with whatever information and cooperation is required for them to effectively maintain the document management system.

5. GUIDING PRINCIPLES TO STAFF

A. Storage Format

1. Documents created electronically are to be stored in the format that they were last maintained in. For example, Microsoft Word or Excel.
2. Documents to be stored in the system from paper are to be stored in Adobe Acrobat format

B. Security

1. Physical security shall be established by have the document management server kept in a locked room in a secure building
2. The Records Manager and the Systems Analyst are the only persons to have complete administrative authority to the records management system.
3. User level security is to be identified by the Records Manager and implemented by either the Records Manager or the Systems Analyst.

C. Quality Control

1. Each user is responsible for keeping documents in the folders identified by the Electronic Document Management Definitions table. If there is any questions regarding the location of a document, the Records Manager will provide the final determination.
2. The Records Manager is to do regular reviews of the use of each area of the document management system and the findings are to be brought to the attention of the persons responsible for those documents. It is up to the owners of the documents to comply with the guidelines set by the Records Manager.

D. Proof of Integrity

1. Records of each backups are to be kept by the Systems Analyst.
2. All downtime is to be recorded by the Systems Analyst. This will include the nature of the problem and resolution.

E. Document Description and Naming

1. File and Folder names must be descriptive of the document or documents
2. Summary and/or Description fields must be filled out to definitively describe the file or folder
3. All custom fields that are applicable to the description of the document must be filled out, for example the legal address or roll number fields
4. The first letter of the document name must be capitalized with all of the following letter lower case.

5. The first letter of a proper name is to be capitalized.
6. Acronyms Must be capitalized.
7. Abbreviations are not permitted.
8. Only one space between words.
9. No other characters are to be used in the place of spaces (eg underscores).
10. File names must be descriptive of the content of the document and must not rely on the names of the parent folders for part of the description.

F. Document storage

1. All folders and documents that are to be located within the system must be stored in accordance to the document definitions guidelines and the folder Structure maintained by the Records Manager.
2. All documents and folders must maintain an activity based storage convention.
3. When an item cannot be brought into the EDMS but is necessary to be kept, it will be filed physically and a reference to the physical item and its location will be placed within the EDMS. This might include items such as map or photos that are too large to be scanned in, or plaques.