

**Topic:** Image Storage & Subscription Service

**Question By:** Sherri De Marco

**Jurisdiction:** Michigan

**Date:** 27 February 2012

<b>Jurisdiction</b>	<b>Question 1</b>	<b>Question 2</b>	<b>Question 3</b>
	If you use FileNet to store images, how are FileNet images committed to long-term storage?	If you offer a subscription service, do you provide images, a copy of the database, or both?	What method/s do you use to deliver information to your subscribers? (Examples would include CDs delivered by mail or a designated web site where customers login and download the information.)
<b>Alabama</b>			
<b>Alaska</b>			
<b>Arizona</b>			
<b>Arkansas</b>			
<b>California</b>			
<b>Colorado</b>	Colorado uses our own in-house storage system.	Both are available. Data is sent to subscribers on a weekly basis and copies are sent monthly.	We use the ftp delivery format.
<b>Connecticut</b>			
<b>Delaware</b>			
<b>District of Columbia</b>			
<b>Florida</b>			
<b>Georgia</b>			
<b>Hawaii</b>			
<b>Idaho</b>	We do not use FileNet. Images are stored on our own image server.	We offer a subscription service to receive database and image information, though they are separate subscriptions. The database is a complete extract for each bi-weekly distribution. The image subscription only provides images of documents recorded since the last bi-weekly	We offer multiple ways to receive information. We have slowly gotten away from CD distribution, as most customers would rather download the files, though we still offer the service. Obviously, we allow users to login and download information, and we also do some, but not many, email distributions.

		distribution. We will provide a complete copy of or image server, though that is not done by subscription, rather it is by request only, and requires special consideration. (Basically, if a customer wants a complete copy of our image server, they would need to supply a sizeable harddrive, and fees would be dependent on our IT department's fees.)	
<b>Illinois</b>	I am not familiar with FileNet. Illinois has digital images kept on a server that we film on Archive Writer microfilm. The roles or archive microfilm are maintained by the State Archives.	Both, separately and not combined.	We provide image subscriptions on CD, and Data base information via contract by File Transfer Protocol (FTP), or Direct Access. We do not offer a combination of images and data together at this time...
<b>Indiana</b>			
<b>Iowa</b>			
<b>Kansas</b>			
<b>Kentucky</b>			
<b>Louisiana</b>	N/A Filings are filed on the parish level. Some of the parish offices are scanning the documents.	We offer a subscription service on UCC Direct Access and for Bulk Data. No images are provided.	UCC Direct Access is a web site with customer logins, and Bulk Data is a dump of data monthly using File Transfer Protocol (FTP).
<b>Maine</b>			
<b>Maryland</b>			
<b>Massachusetts</b>			
<b>Michigan</b>	We use Kodak's Archive Writer Interface Software.	Subscriptions are for images only.	Subscribers receive images on 16 mm microfilms each month.
<b>Minnesota</b>	We currently are using both Microsoft SharePoint and Unisys Uewi for image storage. In the future the Unisys Uewi system will be migrated to SharePoint.	Both	CD's delivered by mail or pickup
<b>Mississippi</b>			
<b>Missouri</b>	We use our own in-house storage.	We offer subscription service for both UCC and business entity data; UCC images only are provided for a monthly fee.	Regular access is through an ftp site; one off's are provided by cd, web site or email. We have had very few, if any, requests for paper.
<b>Montana</b>	Our corporate images use FileNet,	Subscription services are	CD's and web are available to our

	which is maintained by the Department of Administration and not our office. Currently, images have a permanent retention. UCC images are on our local server and maintained indefinitely through back-ups.	available for ordering copies of lien or business documents. Users may also request a download of our databases for UCC and business data.	customers.
<b>Nebraska</b>	To optical platters	Both	It is provided in a CSV format.
<b>Nevada</b>			
<b>New Hampshire</b>			
<b>New Jersey</b>			
<b>New Mexico</b>			
<b>New York</b>			
<b>North Carolina</b>			
<b>North Dakota</b>			
<b>Ohio</b>	Ohio does not use FileNet.	Both.	Subscribers can get weekly or monthly downloads of the UCC database or just the images from an FTP site where the user would have a login and password.
<b>Oklahoma</b>			
<b>Oregon</b>		We use a (now) HP product called TRIM, which is an Electronic Records Management System. TRIM has the ability to have both public and private only access. We've made it so redacted images from 2007 on are available for free on our website. We have also offered our entire image database for a fee, but no takers so far. There is no subscription service.	We also have online a small database of New Filings, which lists the last month's filings and offers access to those images, for free.
<b>Pennsylvania</b>	Pennsylvania uses our own in house storage system.	For Corporations we provide database only; for UCC we provide database and images. Information is provided on a weekly basis.	Web site where customers log in and download the information.
<b>Rhode Island</b>			
<b>South Carolina</b>			
<b>South Dakota</b>			
<b>Tennessee</b>			
<b>Texas</b>	We use a product called Viewstar	Both	All information (ie. images and data) are

	(vendor Global360 recently acquired by OpenText)		available through our website. Customer has to set up an account and can do a one time or subscription set up, request what they want and then FTP the requested information. All electronic.
<b>Utah</b>	Utah does not use FileNet, but we do use a subscriber system.....folks log in and download the info.		
<b>Vermont</b>			
<b>Virginia</b>			
<b>Washington</b>			
<b>West Virginia</b>			
<b>Wisconsin</b>			
<b>Wyoming</b>			

**Additional Comments:**

**Full Text of Original Email:**

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Good Greetings to All:

UCC Michigan is exploring future ways to improve Customer Service. Similar questions have previously appeared on the list serve, but we are interested in what you are doing today. As our peers, your feedback is very important. Please answer the following questions.

1. If you use FileNet to store images, how are FileNet images committed to long-term storage?
2. If you offer a subscription service, do you provide images, a copy of the database, or both?
3. What method/s do you use to deliver information to your subscribers? (Examples would include CDs delivered by mail or a designated web site where customers login and download the information.)

Thank you,

*Sherri*

*Sherri L. De Marco*  
 UCC & IRP Analyst  
 517-322-5264  
 demarcos@michigan.gov