IACA 2008 - SALT LAKE CITY

UNITING LOCAL AND GLOBAL PERSPECTIVES

Merit Award
Application and Criteria

Completed applications must be received by: <u>March 15, 2008</u>

Send completed application to: Randy Moes
1019 Brazos, Suite 505
Austin, TX 78701

Criteria:

1. Any technology project initiated by the filing office that improved the efficiency of the office, service to the customer or otherwise benefited the office; or
2. Any innovative changes in your office that have been implemented that have allowed the office to continue or increase its efficiency.
3. Only those projects that have not been previously selected for recognition and which are presently in operation may be nominated (projects which are planned or currently under development are not eligible)
4. Application must be accompanied by a separate detailed description of the project or innovation and must demonstrate how it has enhanced your office. Award recipients will be given 10 minutes at the 2008 IACA Conference to present their project.
5. While specific content of the submission is not mandated, project should include; an introduction to the project, description of the project, results of implementation, cost-benefit of project and lessons learned.

Jurisdiction: **Minnesota Secretary of State**

Submitted by: **Kathy Hjelm, Business Center Manager**

Date Submitted: 3/14/2008

Brief Description:

Image Search and Retrieval (ISR) – system available internally only

The OSS (Office of the Minnesota Secretary of State) converted 6 million legacy microfiche & roll film to images. OSS then implemented Phase I of a retrieval system that enabled Business processors to retrieve and print these images electronically instead of labor intensive manual process. Phase II implementation included the add/delete/sort functionality in order to improve images and indexing quality.

Detailed Description:

Background:
Prior to the image system, staff used a very manual process and would have to obtain fiche from a large power file and roll film from various roll film cabinets to make a complete copy of a business record.

New system implementation:
During the imaging conversion process most of the images were successfully converted to .TIFF format with a good quality. But because some of images had very poor original quality they were converted to other image formats to preserve or improve image quality. In order to manage various imaging formats and to create a foundation to make images available to the general public, all images were converted to PDF format and appended to one file while retrieved by the user. In addition, during the retrieval process further manipulation is done to improve image quality.

Phase I of ISR allows images be retrieved by the Entity Type and the File/charter number (which is a unique identifier for the filing) or Location ID that could represent part of the filing or collection of filings.

Phase II of ISR further capitalized success of Phase I by providing additional editing capabilities. Staff can add images to a record, re-index images to another file/charter number, sort images so they are in the correct order for copy requests, and delete images. In addition, the business processor can add comments and mark images to filings as ready for customer availability.
ISR phase II also allows the ability to split big rolls of images in order to separate filings that in turn improves retrieval time.
This new system implementation has allowed our office to handle all corrections internally vs. sending the correction to the facility that stored our original fiche and roll film.

Cost-Benefit:

Copy Requests can be done more efficiently and effectively and has reduced staff processing time; images are now corrected for a business record right away and no they longer need to be sent to a vendor to be done; availability to view information from the filed document immediately which also reduces staff time; also greatly reduced the costs on reader printer machines by reducing them down from 3 to 1. In the future we might consider removing reader printers from operations completely. Estimated time saved on eliminating manual process is 68 working weeks per year.

Ergonomics have improved for staff as well. Disaster recovery and security of filing storage improved greatly – could not be measured.

Lessons Learned:
Constraints of old technologies could be overcome by innovative use of new cutting edge technologies and processes.

Awards will be presented at the 2008 IACA Conference. Award recipients should be prepared to give a brief presentation (approximately 10 minutes) about their project.