RUNNING IN PLACE
(Taking Care of Paper)
Taking Care of Paper

Safe Drivers · Safe Vehicles · Secure Identities · Saving Lives
We love paper – what other medium allows us to be so intimate with our thoughts (or other folk’s business)?

Paper is the perfect partner – low cost, easily available, easily discarded, given to much mistreatment (folded, stapled, torn, shredded) all without complaint.

UNLESS YOU ARE IN THE PUBLIC RECORDS BUSINESS!!!
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Paper becomes a liability – everyone generates lots of information and that information travels by – paper. Paper that contains information that must be transferred to somewhere by someone, perhaps multiple times.

So the question becomes what can we do with paper (also known as documents, information, copies, etc.)?
Overview | New view of paper documents

Digital Mail Room:

The interface between the paper world and the electronic world.
Digital Mail Room | High level view

Intake → Sorting & Batching → Scanning & Processing → Business Workflow

Retention
Taking Care of Paper

Sorting & Batching

Intake → Sorting & Batching →

Organized sets of similar documents in manageable bundles

Bundles are marked (with a batch cover sheet) and tracked as a unit of work for the remainder of the process

Office Mail
Cash & Checks
Legacy Paper Process
Urgent
Parcels

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2016-01-29-000063

Document Type: Owner_Operator
Number of Documents: 10
Received Date: 1/28/2016
Priority: 8
User: Ablee (BS)
Separator Required: No
Commons:
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Scanning & Processing

- Fujitsu fi-5900c Continuous Duty Scanners
- Batches Are Scanned, Cover Sheet And All Documents
- Datacap Scanning Software Utilized To View Output While Scanning
- Count Of Scanned Is Compared To Batch Count
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Scanning & Processing | More than the mailroom

Revenue Lockbox (Digital Images) → Scanned Microfilm

Casual Scanning → Fax → eMail

Digital Mailroom Scanning → Datacap (an IBM® Company)

Business Workflow

Fix-up → Verify

Database Lookup
Casual Scanning | What do you with what doesn’t fit

Not all documents come in the right way:

- Hand delivered
- Rush order
- New process
- Created in the process
- Very low volume / special circumstance
- Something went wrong
Casual Scanning is a business first, then scan process.

Intake → Business Process → Sorting & Batching (Cover Sheet) → Scanning & Processing (Using Workgroup Scanners) → Retention

Cash & checks are handled this way.
Safety & Homeland Security Uses Their New A-list Driver Licensing System

Other Options Include:
- Your Agencies System
- Filenet Workflow
- Sharepoint Workflow
- No Workflow
- Other Options?
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Retention

Scanning & Processing → Business Workflow

Scanned Images

Retention

Scanned Batches of Paper

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Retention | Scanned Images

- Business Data Is Stored In A-List
- Scanned Images Are Index And Stored In The STS Filenet System.
- When A Document Is Needed It Can Be Retrieved And Viewed Through A-list Using Filenet’s API.
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Safety & Homeland Security Scanning Results

• 2015 Scanning (Feb 15th – December 31st)
  – Total Documents Processed: 1,007,079
  – Sources of Documents:
    • Scanning Room 550,788 (55%)
    • Casual Scan 315,182 (31%)
    • Other (Fax, Email, File Share) 141,109 (14%)

A document is a discrete paper based customer transaction that may be one to many pages of paper
## Safety & Homeland Security Scanning Results

<table>
<thead>
<tr>
<th>Category</th>
<th>Quantity</th>
<th>Category</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Casual Scan</td>
<td>315,182</td>
<td>Sheriff Report No Record</td>
<td>6,220</td>
</tr>
<tr>
<td>Owner Operator Reports</td>
<td>133,159</td>
<td>HCP General Correspondence</td>
<td>5,773</td>
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<tr>
<td>SR-22</td>
<td>106,573</td>
<td>Transfer Out of State</td>
<td>4,416</td>
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<tr>
<td>DL Renewal</td>
<td>94,104</td>
<td>FR Fax Documents</td>
<td>3,407</td>
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<tr>
<td>Dispositions</td>
<td>79,378</td>
<td>CDL Dispositions</td>
<td>2,686</td>
</tr>
<tr>
<td>SR-26</td>
<td>66,341</td>
<td>Bankruptcy</td>
<td>2,039</td>
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<tr>
<td>Mandatory Dispositions</td>
<td>57,676</td>
<td>IP General Correspondence</td>
<td>1,750</td>
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<tr>
<td>HCP Renewal</td>
<td>34,212</td>
<td>Youth Documents</td>
<td>1,739</td>
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<tr>
<td>Confiscated DL</td>
<td>25,381</td>
<td>Sheriff Report</td>
<td>838</td>
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<tr>
<td>Court Compliance</td>
<td>18,920</td>
<td>DI General Correspondence</td>
<td>250</td>
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<tr>
<td>FR General Correspondence</td>
<td>16,032</td>
<td>Court Order Action</td>
<td>190</td>
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<tr>
<td>Accident Claim</td>
<td>12,811</td>
<td>CI General Correspondence</td>
<td>68</td>
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<tr>
<td>Child Support Compliance</td>
<td>9,322</td>
<td>Child Support Revocation</td>
<td>64</td>
</tr>
<tr>
<td>Proof of Liability Insurance</td>
<td>8,544</td>
<td>CDL General Correspondence</td>
<td>4</td>
</tr>
</tbody>
</table>

**Total:** 1,007,079
Clicking on each blue hyperlink will open the scanned image
In A-List, we can check photo/signature at the capture date and again when submitted to credential print.
Clicking into the “Materially Compliant Document” hyperlink will allow the following qualifying documents to be viewed:

A. Application
B. Proof of Identity
C. School Attendance/Affidavits
D. CDL related documents
E. SS# Card
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When the document is scanned or added to the record, the need for the applicant to continually supply the information is substantially reduced.

Once scanned, the documents remain in the record and may not be removed. Any documents authorizing a change to the information may be scanned at any time.

Allows for “complete” driver record.
“And all because a vendor said – have you thought about …..”.

Sometimes, those involved in a modernization process become so focused on main objectives that we may lose sight of the BIG PICTURE - how every business unit in the Agency contributes to the success (or failure) of new processes that help us “take care of business”.

Taking Care of Paper
I would like to thank our Issuance System vendor – Fast Enterprises for allowing us to see “outside the box” and helping us find our way in improving all areas of our business process.

A special thanks to IT Director Paul Battenfield for his assistance with this project (and presentation) as well as Samantha Walker, Supervisor in the newly named Document Processing Unit.
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