



WHITE PAPER

HANDLING EXECUTIVE LEVEL CORRESPONDENCE WITH RECFIND-CORPORATE

Handling Executive Level Correspondence with RecFind-Corporate

What Is 'Executive Level Correspondence' (ELC)?

This is an important document designated for a CEO, a Minister of the Government or the Head of a Government Department. It can go by many names (depending upon the country and industry) including 'Ministerial'. It usually requires a response and it may be the subject of a question in the House or require a formal response by the most senior member of an organization.

It is critical that Executive Level Correspondence (ELC) is managed in the most expeditious and secure manner from the time of its receipt to the final response and 'closure'.

What Form Can ELC Be In?

It may be documentation resulting from a phone call. It may be a letter, it may be a report, or it may be an email with or without attachments. It may be a scanned image; it may be the scanned image plus the 'text' of that image. It can be in any format.

It will normally be printed out and contained within a folder or it may have a standard cover sheet attached. The folder or the cover sheet will usually identify the actions required and the people or offices of the organization responsible for same. It may also be handled and processed as a purely electronic document (e.g., a Word file, an email or a TIFF image).

What Do We Have To Do With ELC?

- Capture it
- Register it
- Add Metadata
- Reformat/Repackage it (presentation)
- Identify actions required
- Identify responsible persons/offices
- Specify due dates for all actions
- Draft response
- Track all versions of responses
- Approve response
- Deliver response
- Track and report on it through all stages of its life
- Apply strict security governing access
- Provide an audit trail of all actions

How Do We Process ELC In RecFind-Corporate?

Fortunately, RecFind-Corporate was designed from the outset to handle ELC and to make the whole process as easy as possible.

Capture it...

RecFind-Corporate allows you to capture, index and store any type of document. This includes such things as a paper documents, a scanned image (e.g., a TIFF or JPG or PDF file), an electronic document (e.g., Word) or an email. RecFind-Corporate also allows you to capture such documents in a number of ways. You can key in the Metadata and then capture the document by scanning it as a multi-page TIFF file. You can do this on-line using an 'attached' scanner or you can do it off-line using the RecFind High Speed Scanning Module (HSSM). You can capture it within RecFind-Corporate, you can capture it using the RecFind-Button (e.g., in Word or Outlook), you can capture

it using the RecFind File Capture Filter or you can capture it using RecScan (part of the HSSM). Whatever the document format and whatever your needs, there is a way to easily and quickly capture the document using RecFind.

Register it...

RecFind-Corporate allows you to create a document profile for each ELC. This document profile is the key to efficiently and effectively managing ELCs in RecFind. The document profile contains all Metadata about the document plus it links to both the workflow and the actual document stored in RecFind (e.g., the scanned multi-page TIFF file or the Word document or the email). Creating a document profile is how we 'register' ELCs in RecFind and give each item of ELC a unique identifier (the Document Registration number).

Add metadata...

The document profile is where we add all of the ELC's Metadata. This includes date received, date of document, current location, security, the Delegator, the Action Officer(s) responsible for the tasks, an abstract, classifications, retention information, the author's details, addressees, other addressees, etc, etc. Some of this Metadata can be added manually, some can be inherited (say from the File Folder Metadata) and some can be captured automatically (say for example when capturing an email using the RecFind-Button or GEM).

Reformat/repackage it...

RecFind-Corporate includes functionality to define standard response letters, standard paragraphs and action (routing) sheets. As well as its in-built word processing and reporting functions and report writer, it also includes the ability to 'export' all reports and responses to packages such as Word and Excel so the information can be reformatted in a manner suitable for presentation to a CEO, Head of Department or Government Minister.

Identify actions required...

RecFind-Corporate includes a fully integrated workflow module. Any action can be defined and then applied either as individual actions or as predefined procedures (multiple actions in a series with or without dependencies). Actions can be defined as synchronous or asynchronous (i.e., serial or concurrent processes) and may be defined with or without prerequisites. The workflow is totally flexible and can be assigned either fully automatically or ad hoc or as a combination of the two. Identify responsible persons/offices...

You can identify the responsible Officers or positions at the time the workflow procedure is created or at the time the workflow is assigned. You can assign tasks to any number of Officers. You can define one officer as the Delegator and one as the Responsible Officer (responsible for managing all of the work required).

Specify due dates for all actions & track changes...

Each action can have a due date, an expected duration, and actual time to complete and a priority.

Draft response...

You can use RecFind's standard letters and standard paragraphs features to easily and quickly produce a standard or ad hoc response.

Track all versions of responses...

It is imperative for both legal and probity reasons that ALL versions of a response are captured and indexed and tracked as separate versions. RecFind includes fully automatic version control for all electronic documents, allowing you to easily meet all 'Discovery' requests and manage a full history of the response process.

Approve response...

The approval process can be created and managed using RecFind's workflow module.

Deliver response...

You can use RecFind's standard letters function to email or print or export your response.

Track and report on it through all stages of its life...

RecFind's workflow is email enabled allowing you to tell RecFind to automatically email all responsible parties each time an action is assigned, modified or completed. You can also track all actions either via the standard reporting programs or within RecFind's To-Do function in Search. You can produce a report on or graph any action or sets of actions for any ELC or any group of ELCs instantly.

Apply strict security governing access...

RecFind-Corporate includes a sophisticated multi-level security system allowing you to apply whatever security you require to documents and all processes, controlling both access and the ability to modify Metadata and workflow.

Provide an audit trail of all actions...

RecFind-Corporate includes a comprehensive Audit Trail function that records all transactions including views of documents. It also includes a sophisticated Audit Trail reporting module allowing you to analyze the transaction history of any document or individual, providing one hundred-percent accountability for the full ELC process.

What Knowledgeone Corp Products Do You Need For A Complete ELC Solution?

You need RecFind-Corporate and the RecFind-Button.

If you have high volumes of paper to image you may also need the HSSM.

If you want to provide secure access to all ELCs and workflow via a document portal you will also need RecQuery-TC.

Please see: <http://www.knowledgeonecorp.com/products/index.htm> for a description of all the products mentioned in this paper.

September, 2003