

# COMMONWEALTH OF PENNSYLVANIA

## DEPARTMENT OF PUBLIC WELFARE

### **INFORMATION TECHNOLOGY STANDARD**

Name Of Standard: <b>DocuShare</b>	Number: <b>STD-EKMS012</b>
Domain: <b>Knowledge Management</b>	Category: <b>Enterprise Content Management</b>
Date Issued: <b>03/11/2009</b>	Issued By Direction Of:
Date Revised: <b>11/13/2013</b>	 Shirley Monroe, Dir of Div of Tech Engineering

**Abstract:**

DPW has implemented Xerox’s DocuShare as the Enterprise Content Management (ECM) standard. This includes but is not limited to Capturing, Managing, Storing, Delivering, and Archiving Content throughout the DPW Enterprise in both Internet and Intranet environments.

**General:**

The purpose of this Information Technology Standard is to establish DocuShare as the ECM Platform utilized within DPW.

**Standard:**

This standard establishes DPW-wide policy for all areas pertaining to ECM software, activities associated with ECM applications, and implementations.

DocuShare includes the following features:

**Intranet Environment**

Utilized by Commonwealth employees and contractors with CWOPA access.

**Internet Environment**

Utilized when County partners, Business partners, and other outside entities need access.

**Document-Centric Business Processes**

DocuShare turns unstructured paper-based processes into structured automated steps that take less time. Transactional documents can be captured and automatically routed through approval, distribution, and archiving so no paper is handled.

## Content-Centric Collaboration

DocuShare enables any user—regardless of skill set—to collaborate on content, while the organization secures and maintains the content for future reference and possible re-use. DocuShare brings the power of collective content authoring and dissemination through discussions, blogs and wikis to the enterprise level.

## Image Capture and Processing

DocuShare offers image capture capabilities that support a wide range of scanning interfaces, including scan to email and support for third-party devices. Using scan cover sheets, workers can scan multiple documents directly to a pre-existing DocuShare collection or add a version to an existing document. This enables both hard-copy and electronic documents to be captured and controlled.

## Business Process Automation

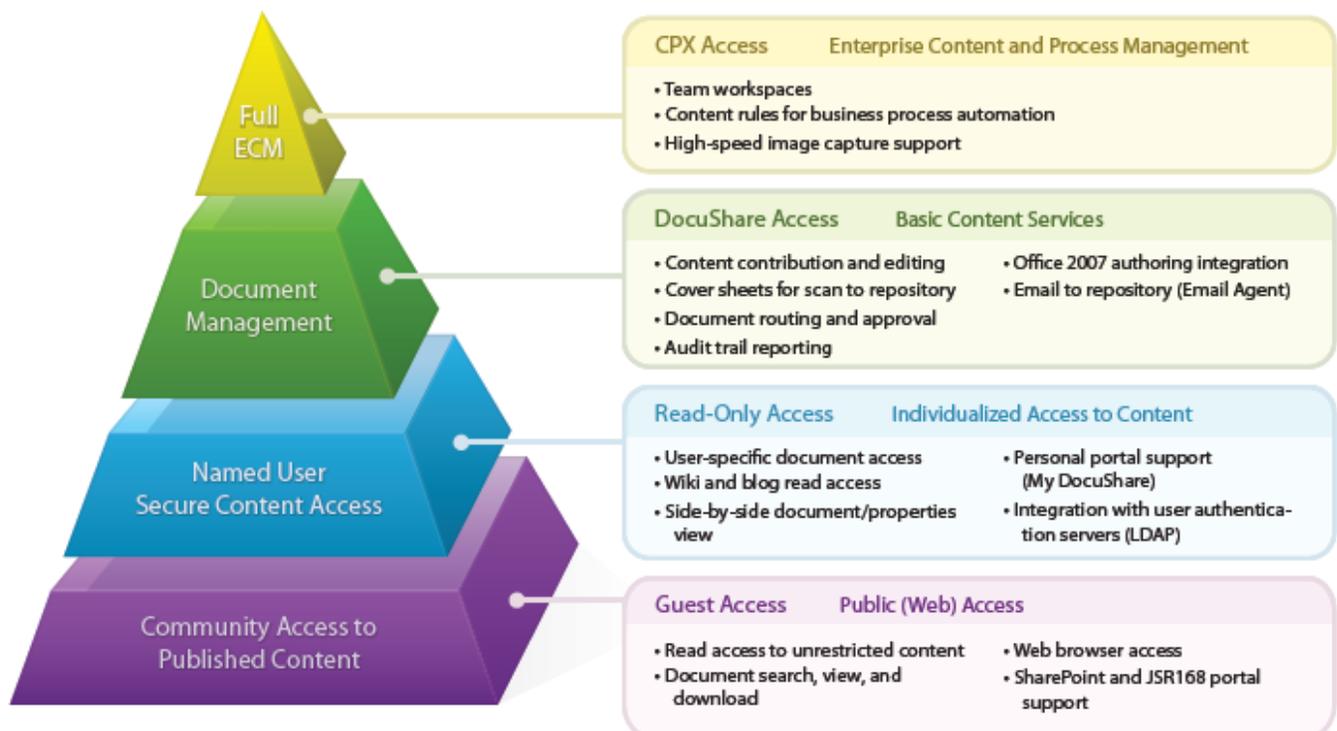
DocuShare allows content rules that determine how content moves. When used in conjunction with image capture, scan cover sheet capabilities, and the built-in Email Agent, allows individuals to submit content via a broad range of scanning interfaces or email and have that content initiate one or more complex processes. Rules for exporting documents downstream can be created, creating links to third-party applications or processes that require content but are less accessible to most end-users.

## Compliance and Auditable History

DocuShare supports compliance and accountability by tracking and reporting features that capture all user activity and events that view, touch, or modify DocuShare content or properties (metadata).

## Docushare Security

Access to DocuShare is managed through Active Directory (AD) and the ability to create manageable group accounts within the system. Features of DocuShare are dependent on the access level applied to the individual user. See the chart below for additional information.



## Exemptions from this Standard:

Exception to this standard must be submitted to the EKMS Section Chief who will review and coordinate the proposed exception with the TRT for further evaluation.

## Refresh Schedule:

All standards and referenced documentation identified in this standard will be subject to review and possible revision annually or upon request by the DPW Information Technology Standards Team.

## Standard Revision Log:

Change Date	Version	Change Description	Author and Organization
03/11/2009	1.0	New	ECM Team
09/23/2010	1.1	Updated Features Chart	ECM Team
11/13/2013	1.2	Updated Text	ECM Team