

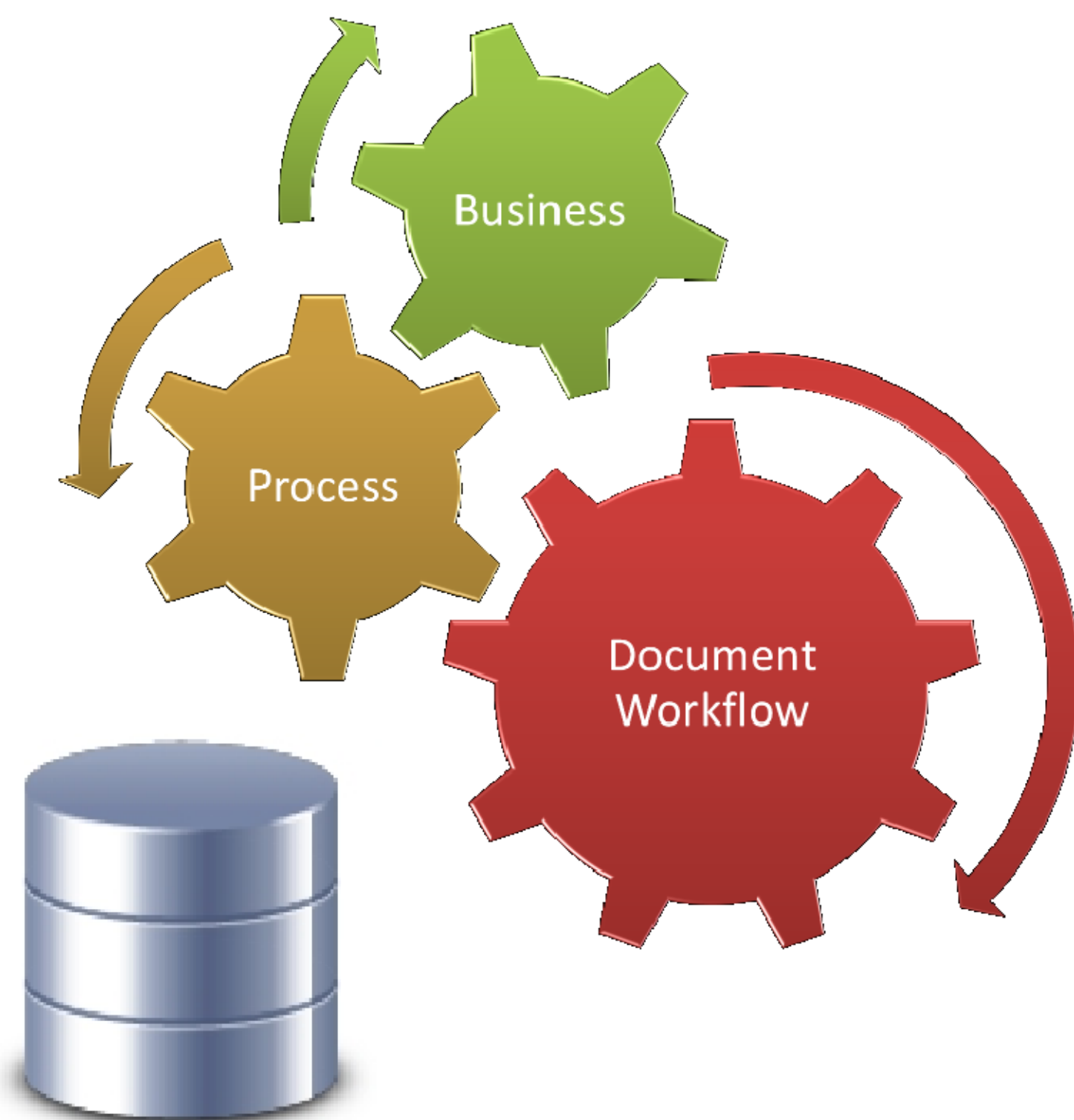
# ENTERPRISE CONTENT MANAGEMENT SYSTEM

## WHAT IS IT?

A Computerized System Used to: Capture, Manage, Store, Preserve, and Retrieve an Organization's Digital Records.



Business Processes Act as Drivers for Document Workflow Within a Centralized Database



## WHAT IS IT MADE OF?

### 1. Content



Content encompasses documents or records within the organization; this can include: resolutions, minutes, memos, word documents, pictures, purchase orders, spreadsheets, e-mails, drawings, plans, maps, etc.

### 2. Business Rules / Processes



Business rules and processes are formally or informally documented procedures for how content is captured, stored, retrieved, preserved, and exchanged between individuals within an organization.

### 3. Hardware



Hardware includes a server hosting the content database, computers accessing the database, and scanners used to convert hardcopy content to digital format.

### 4. Software



Software contains the user interface functionality for users to add content to the database, and retrieve content from the database. Additionally, software contains protocols supporting the business rules and processes automating document workflow.

### 5. People



People include vendors and consultants to support implementation as well as the organization's end-users and system administrators who maintain the system.

### 6. Procedures



Procedures include controls on who has access to system content, how content is uploaded to the system, and how the system will be maintained and backed up to ensure reliable operation.

## HOW IS IT USED?



### Achieve Sustainability Initiatives

Reduce paper usage and file cabinet space to store paper



### Improve Operating Efficiency

Increase employee productivity, the right information for the right person, less time searching for records = reduced cost.



### Consistent Management of Content

Content is captured, managed, stored, preserved, and retrieved in a consistent manner across the organization. This is in contrast to a silo approach wherein each organizational unit has their own document workflows. A centralized content database facilitates cross-divisional collaboration.

