IM Aware
Digitization

Thank you for tuning in.
The Town Hall event will begin shortly!

Ask questions using the Q&A function.
Your cameras and microphones will not be in use.
Turn your audio up to ensure you can hear the presenter.

Enterprise Content Management Branch

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ECM Directors Updates

IM Aware December 2024

Sherri Bower, Director Content Management Operations
Dan Arnold, Director IM Programs
Deb Phillips, Director Records and Storage
Enterprise Content Management Branch,
Data and Content Management Division

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Content Management Operations

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CMO Updates

- **Technical Services**
  - Implementing Finance and HR retention policies into M365 records administration (January 24, 2025)
  - GovLabs AI project Phase 2 - working with a business area to auto classify records (January 31, 2025)

- **Functional Classification Services**
  - Finance function and activities have been updated in alignment with the Finance Retention and Disposition Schedule. Updates were published (November 25, 2024).
  - Human Resources function and activities have been updated in alignment with the HR Retention and Disposition Schedule. Updates were published (November 28, 2024).

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CMO Updates

- ## eDiscovery
  - Coordinating four multi-year Cumulative Impact Litigation cases affecting 11 ministries and 900+ custodians across the GoA (on average one hour per custodian to collect)

- ## Schedule Modernization
  - Finance and HR schedules approved by ARMC (September 2024 and October 2024)
  - Communications schedule under review by Schedule Review Committee (December 2024)
  - Second article in the series being published in Digital Advisor (week of December 2, 2024)

- ## Forms
  - Waiting for approval of budget to move to next stage (RFP)

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Information Management Programs

Content Inventories

- Starting our last quarter for content inventories.
- Finalizing CIs from:
    - Energy and Minerals,
    - Immigration and Multiculturism,
    - Service Alberta and Red Tape Reduction,
    - Technology and Innovation,
    - Transportation and Economic Corridors.
- Starting engagement with:
    - Public Safety and Emergency Services
    - Tourism and Sport
- Completion date is March 2025.
- Will have over 800 CIs completed

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Content Inventories

CI Status	Number	Percent
Complete	751	85.24%
In Progress	59	6.70%
Deferred	52	5.90%
Not Started	19	2.16%
Project Completion	881	91.23%

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Business Activity Registry

Phase 1 (March 31, 2025)

- Manage content inventory data in a central repository.
- Ensure consistency with how the information collected in the content inventories is stored.
- Develop searching, reporting, and bulk update functionality.
- Develop the template and methodology for importing the CI data from Excel spreadsheets.

Phase 2 (June 1, 2025)

- Cleanup and import of the CI spreadsheets into the BAR system

ChatGPT

Other Work Items

- Integration of content management risks to a centralized risk repository
  Start: October 29, 2024
  End: Targeting June 2025

- Expanding the ease of use and features of SharePoint Online by developing a toolkit of resources in a centralized location.
  Start: November 6, 2024
  End: Targeting March 2025

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IM Partner Services

- Our Partner Services team has processed 296 tickets between September and November.

- We also do training requests
  - Take all mandatory training prior to reaching out.
  - We provide tailored training that bridges the gap between what to do (enterprise training) and how to do it.

- Training completed for AU, ACSW, CPE, EDU, INFRA, SARTR and TEC.

- Training in progress for CFS, EDU, EM, PSC, SARTR and TI.

BERNIE -> IM Advice and Consultation

Records and Storage

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Active File Management

Digitization Initiatives
- Water License Digitization Project
  - Environment & Protected Areas
- Forestry & Parks
- Service Alberta & Red Tape Reduction
- Transportation & Economic Corridors
- Justice

- Records & Storage services moving to BERNIE

Transfers, Storage and Disposition

- ARC Digitization Project
  - Digitizing all the Destroyed Transmittals and uploading to Master Disposition in SharePoint.
    - Document Preparation – 40% complete
    - Documents Scanned – 40% complete (121,919 images)
    - Total Project Completed – 17% Complete

- Records Operations
  - ARC Inventory validation project – 14% complete
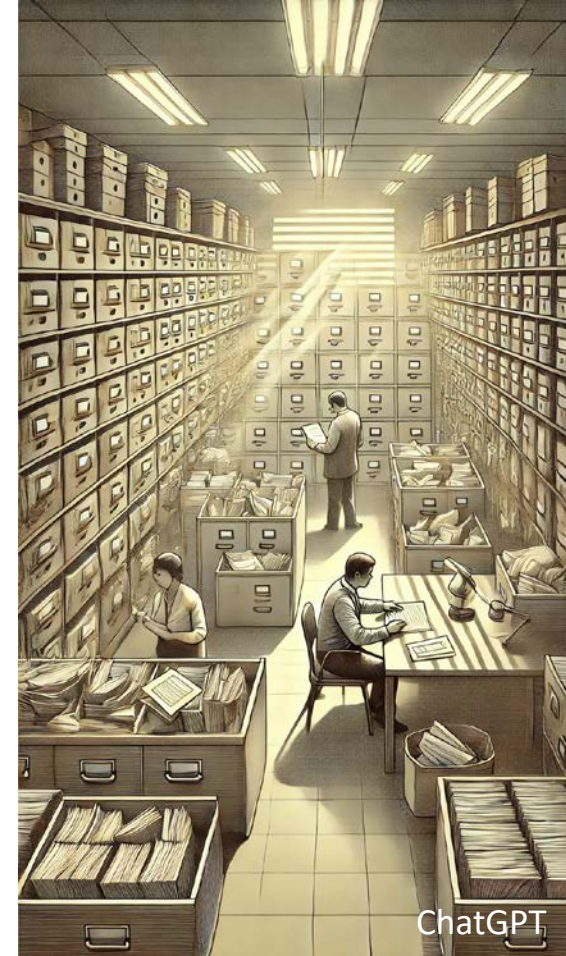
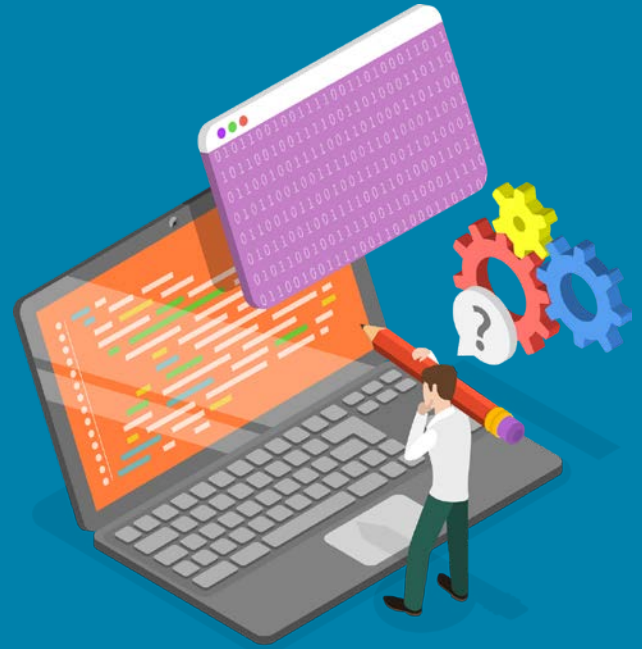ChatGPT

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Thanks

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DIGITIZATION

IM Aware – December 10, 2024

Riza Gallerde-Aryee, AFM, ECM, DCM

Kim McCurdy, Naresh Shanigarapu , RPA, Data & AI, DCM

Beau Damgaard, CCS, TSO

Bonnie Leung, A & W Steward Branch, Resources Stewardship, EPA

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Agenda

01 Definition of Digitization

02 Benefits of Digitization

03 Digitization Process

04 Robotic Process Automation (RPA) Process

05 Collaboration & Content Services - ECM Support

06 Client/User Experience

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Digitization

"Process of rendering analogue recorded information in electronic (digital) form"

Analogue Record
- "record written on physical material, such as a paper, parchment, stone, clay, film or certain types of magnetic audio and videotape"

Record
- "record of information in any form and includes notes, images, audiovisual recordings, x-rays, books, documents, maps, drawings, photographs, letters, vouchers and papers and any other information that is written, photographed, recorded or stored in any manner, but does not include software or any mechanism that produces records"

Electronic Form
- Used as Official records
- Authoritative
  - Authenticity
  - Reliability
  - Integrity
  - Useability

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Benefits of Digitization

cost savings

enhanced security

compliance and auditability

increased efficiency

better data management

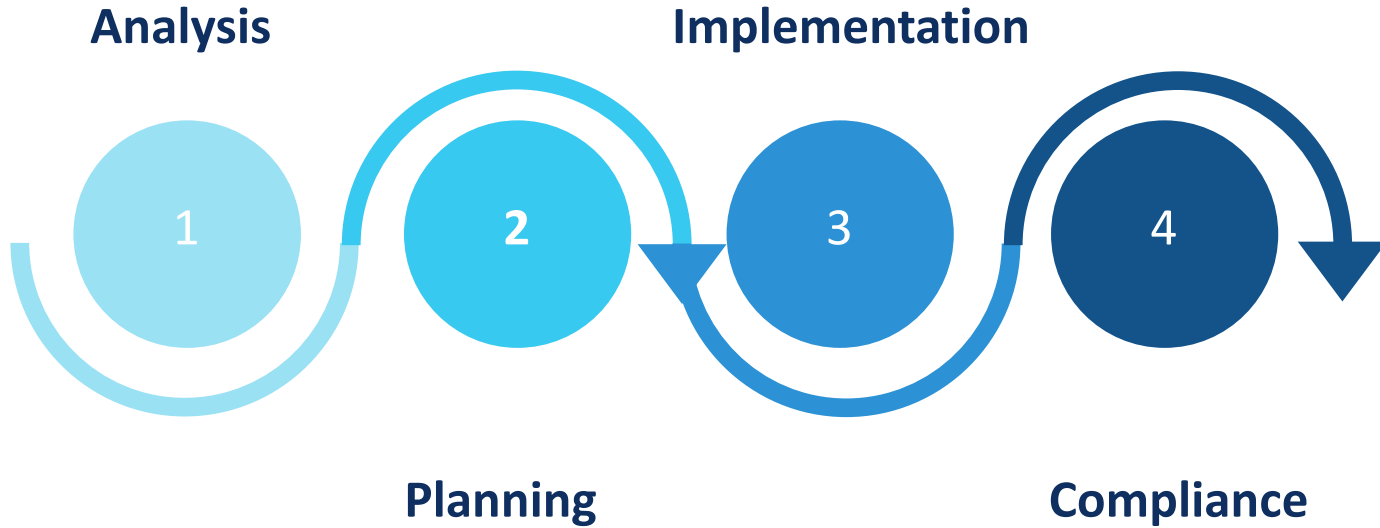improved access and collaboration

scalability

disaster recovery

innovation and integration

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Digitization Process

Phases

Analysis

Implementation

1

2

3

4

Planning

Compliance

5

Digitization Process

Phase 1

Analysis

- Feasibility assessment
  - Purpose of digitization
  - Types of records
  - Volume of records
  - Business needs
  - Retention schedule and disposition
- Recommendations
- Cost estimate

Digitization Process

Phase 2

> **Planning**

- Business Requirements Gathering
- Assessment of tools and software
- Metadata requirements
- Structure of records in an approved repository
- Information management lifecycle
- Technical requirements
- Timelines
- Training & adoption of digital strategy and continuance
- Training videos

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Digitization Process

Phase 3

> **Implementation**

Document Preparation   **Image Capture**   **Metadata Application**

RPA

Digitization Process

Phase 4

Compliance

1. Quality Control

2. Electronic Storage
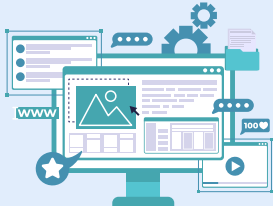
3. Quality Assurance

100%

Minimum: 5%

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Con't Digitization Process

Phase 4

> **Compliance**

4. Disposition of Source Records

Note: Physical records are considered as source records

Robotic Process Automation Centre of Excellence (RPA CoE)

| COE Program Mandate	
What?	Focus on identification of automation opportunities across the GOA that will realize the benefit potential, based on qualitative and quantitative factors.
Why?	The maturity of technology and of vendor offerings has enabled access to tools to eliminate manual, repeatable and error-prone processes. As per GOA strategic vision to make the lives of Albertans better and improve the effectiveness of the government's services, the COE is designed to leverage technology to improve the citizen experience, enhance quality and return hours back to each ministry.
How?	Using a Centre of Excellence (COE) provides flexibility and agility to develop automations while providing a foundation for future scalability and growth of digital capabilities.

Key Stakeholders*		Mandate
Program Leaders	Bruce McDonald, Director	• Own the strategic vision of the COE program for ministries while providing the appropriate guidance, approvals and funding for managing the COE
Centre of Excellence (COE)	Team Lead Kim McCurdy Developers Naresh Shanigarapu Pranesh Virupakshappapalmari Process Analysts Clarissa Atienza Eghe Osunde	• Coordinate implementation efforts across ministries while providing leadership, best practices, research, standardized tools, support and/or training for intelligent automation
T&I Ministry Engagement Business Areas	All Ministries	• Provide the ideas for automation and help drive the benefits of automation • Process owners to provide knowledge on approved processes throughout the development
Solution Development	3rd Party Vendor Support GoA Application Support Teams	• Lead the development efforts of the approved candidate pipeline • Provide support and assistance for production operations and ongoing solution maintenance
Support Functions	T&I Infrastructure Privacy Security Information Management	• Ensure the appropriate infrastructure and support mechanisms are in place • Ensure the security, data information standards are in place

What is

RPA?

Robotics Process Automation (RPA) is a software that *mimics human behavior*.
For RPA to be effective the candidate process should be *stable*, *rule-based*, and leverage *digital inputs*.

Step 1 → Step 2 → Step 3 → Step 4 → Step 5
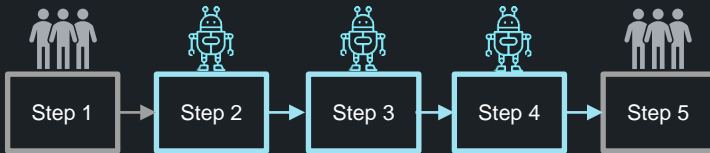
Humans and bots can **work together** to derive maximum efficiency

ROBOTS
deliver repetitive, deterministic, high-volume tasks efficiently, accurately, and consistently

PEOPLE
build relationships, provide subjective judgement, deliver low-frequency tasks, and manage change and improvement

RPA is a software

RPA is a computer software that runs repetitive, rule-based processes. The software is trained based on functional specifications and can be adjusted at any time.

RPA simulates an employee

The software robot has access to diverse applications with an ID or a password. The robot can gather information, perform calculations and update data. As a result, business and administrative processes can be fully automated.

RPA is integrated in an existing IT infrastructure

As a renewal of the existing IT landscape is not required, a high level of automation can be reached without major IT infrastructure effort. RPA uses established control mechanisms and can communicate with all systems. Therefore, no interface is required.
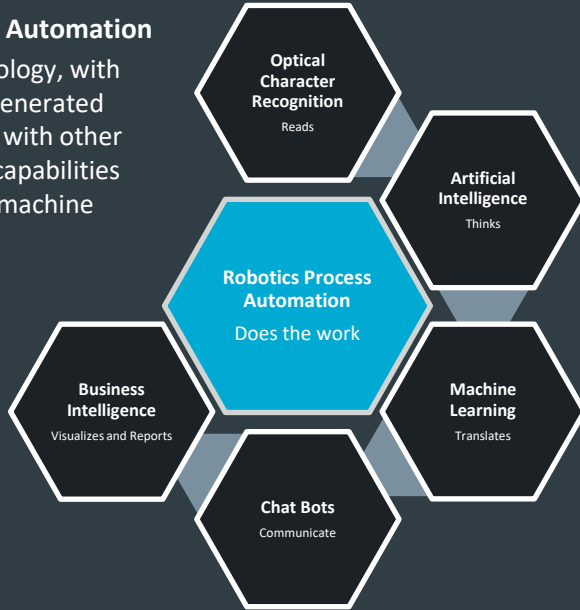
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Robotic Process Automation

Technology that is a part of the larger Intelligent Automation landscape that aims to reduce costs while increasing employee engagement, speed and quality through intelligent automation

RPA within Intelligent Automation

RPA is a gateway technology, with increasing value to be generated when RPA is integrated with other intelligent automation capabilities such as OCR, chatbots, machine learning, AI, etc.

Optical Character Recognition
Reads

Artificial Intelligence
Thinks

Robotics Process Automation
Does the work

Machine Learning
Translates

Business Intelligence
Visualizes and Reports

Chat Bots
Communicate

KEY RPA BENEFITS

- ☑ Cost reduction / hours returned to business
- ☑ Speed, i.e. do more faster
- ☑ Improve accuracy & quality
- ☑ Scale up/down to match demand
- ☑ Consistency & standardization
- ☑ Enhanced employee engagement
- ☑ Deploy without altering existing IT systems or infrastructure
- ☑ Decreased audit risks

CHALLENGES

- ☑ Non-standard processes
- ☑ Unstructured data or documents
- ☑ Application upgrades or changes
- ☑ Obtaining access to applications and data
- ☑ Privacy and security
- ☑ Process adoption / change management

KEY PROCESS CHARACTERISTICS TO DETERMINE AUTOMATION ELIGIBILITY

1 High volume and repetitive

2 High levels of manual data capture and/or entry

3 Interaction with multiple applications or systems

4 Definable business rules and expectations

Water Licensing Upload to OpenText Automation

Process Overview

- **Ministry & Division**: Technology & Innovation, Environment & Protected Areas
- **Division:** Active File Management
- **Process:** Automate the validation of AFM files per naming convention and move them to specified folder for OpenText processing.
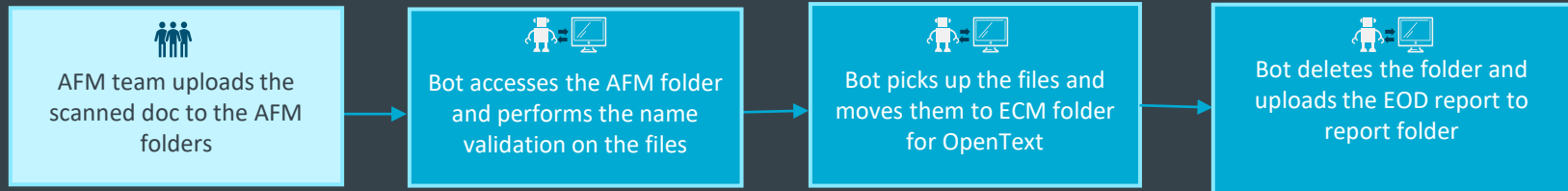
Production Estimated Benefits
• Effort Saved (hours per month): **253**
• Volume (cases per month): **~20,000**
• Number of people working on process: **2**

Investment
• Project investment: **$12,500**
• # of bots working on process: **1**
• Timeline to production: **6 weeks**

Results to Date
• Launch date: **October 7, 2024**
• Hours returned to date: **211**
• Bot actions (cases to date): **25,290**

AFM team uploads the scanned doc to the AFM folders → Bot accesses the AFM folder and performs the name validation on the files → Bot picks up the files and moves them to ECM folder for OpenText → Bot deletes the folder and uploads the EOD report to report folder

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Collaboration & Content Services - ECM Support

- Where do we come in?

  - The whole process… *Maybe?*

- We have the container for unstructured digital records

  - SharePoint, OpenText, Documentum, etc.
  - Holds metadata, handles disposition, searching/sorted, etc.

- Might leverage tools to help with digitization such as Kofax Total Agility

  - Metadata capture, quality assurance and audit,

  Image capture tools, Workflow, etc.

CCS Team

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Collaboration & Content Services - ECM Support

- Additional Insights
  - Historical Records
    - Do you need to address historical scanning, or just day forward?
  - Auditable, legally defensible process
    - Do your records got to court often, do you have to defend the process?
  - Metadata and future usability of records
    - Are you capturing the right stuff to support future people looking for records?
    - Does the model fit current taxonomy?
  - Change management of new digitization processes

CCS Team

Client / User Experience

Client / User Experience

Project goals:

Accessibility: Easily access files; and in a timely manner

Disposition: Reduce storage needs; saves costs on storage fees

Dissemination: Have files available to staff & partners 24/7
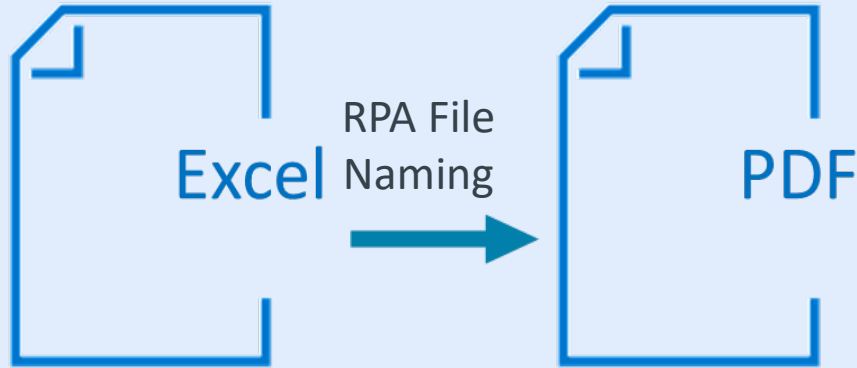
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Client / User Experience (2022)

Start of collaboration — Jan

Signing of ATP — Apr

Boxes arrive from Iron Mountain — Aug

2022

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Client / User Experience (2022)

Start of collaboration — Jan

Signing of ATP — Apr

Boxes arrive from Iron Mountain — Aug

Scanning begins — Sept

Year-end results: Total images scanned: 20941. Total boxes scanned: 40 — Dec

2022

20
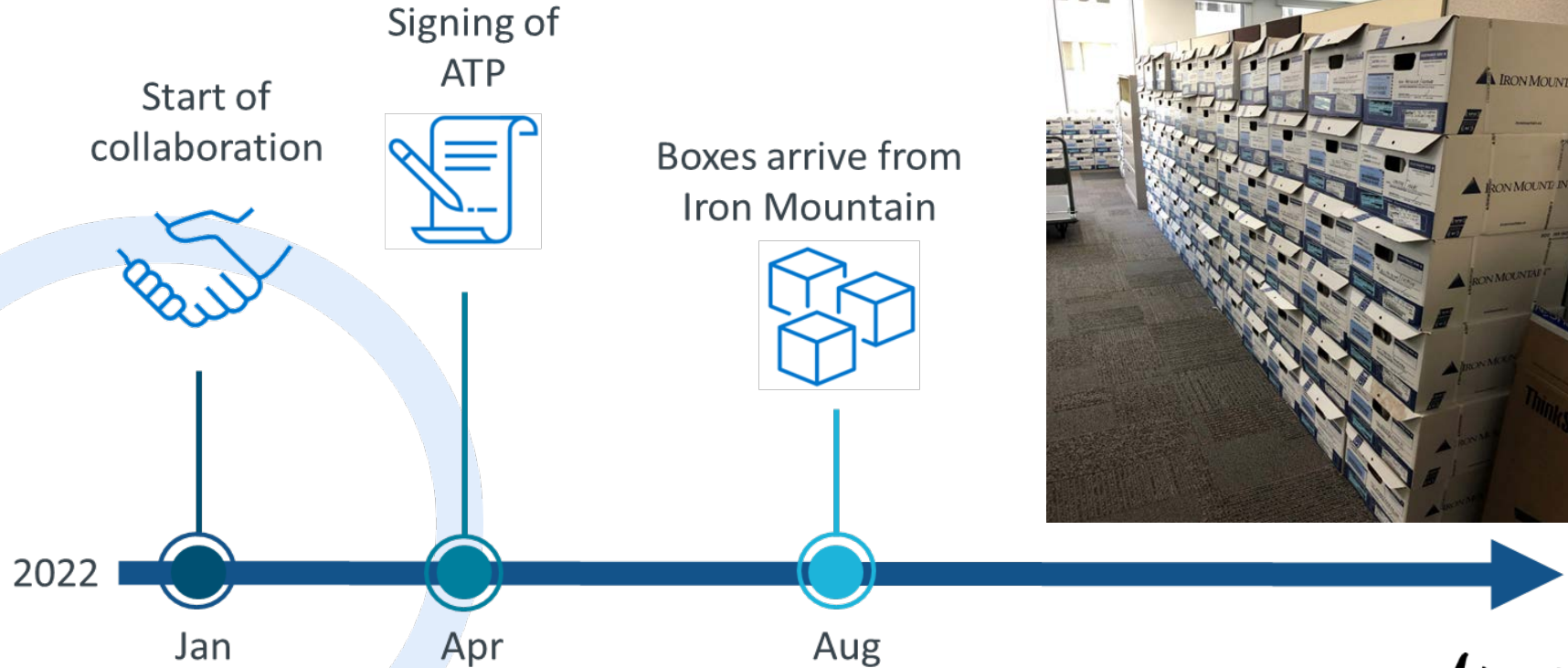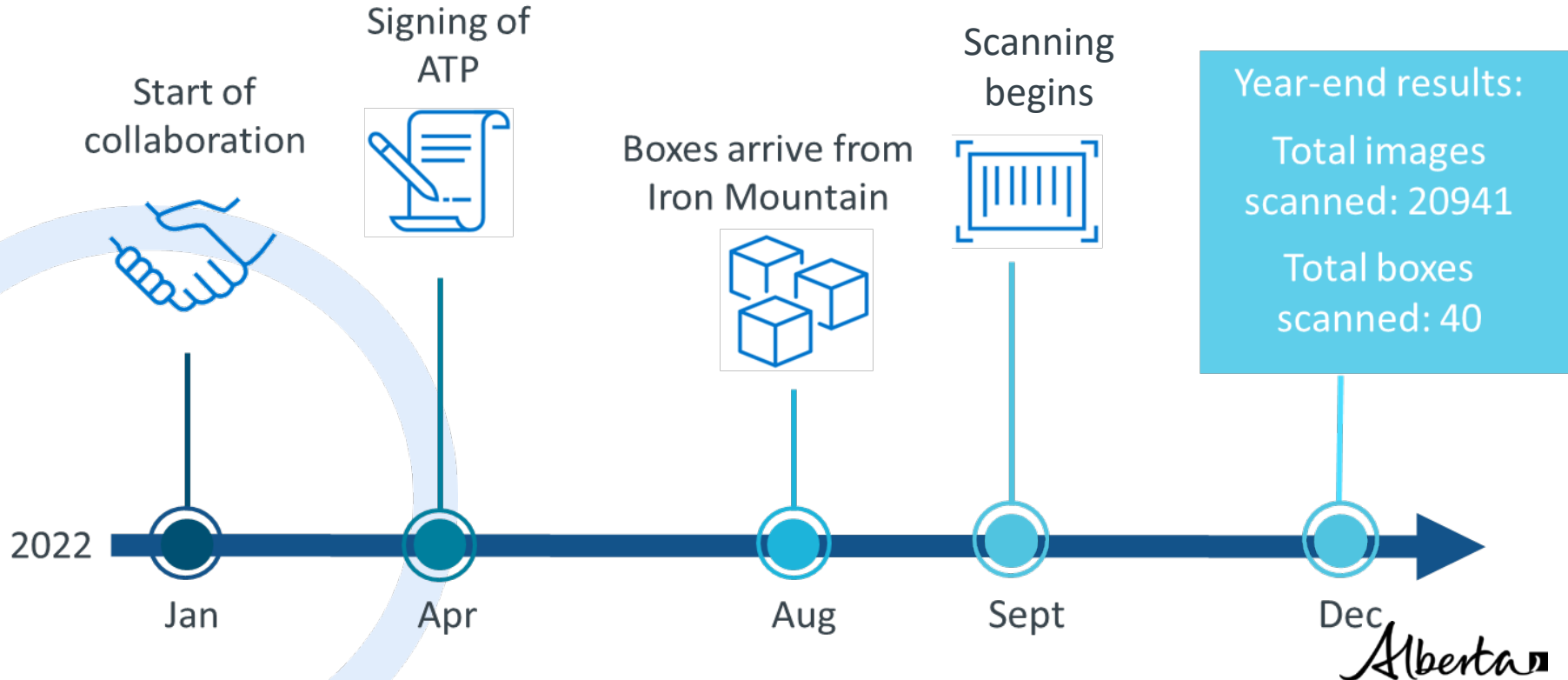
Client / User Experience (2023)

Enhancement 1: Robotic Process Automation

Excel —RPA File Naming→ PDF

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Client / User Experience (2023)

Enhancement 2: Program Area File Pre-Sorting

Client / User Experience (2024)

Total images scanned: 45,741
Total boxes scanned: 61

Total images scanned: 107,995
Total boxes scanned: 152

Total images scanned: 30,462
Total boxes scanned: 70

2022 (Fiscal)   2023 (Fiscal)   2024 (July – Oct)

23
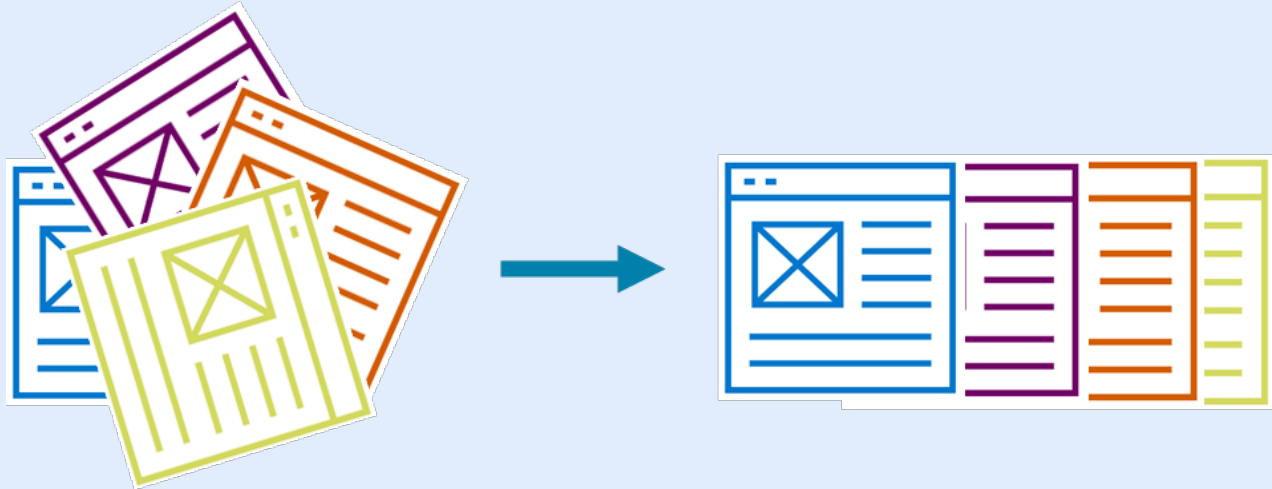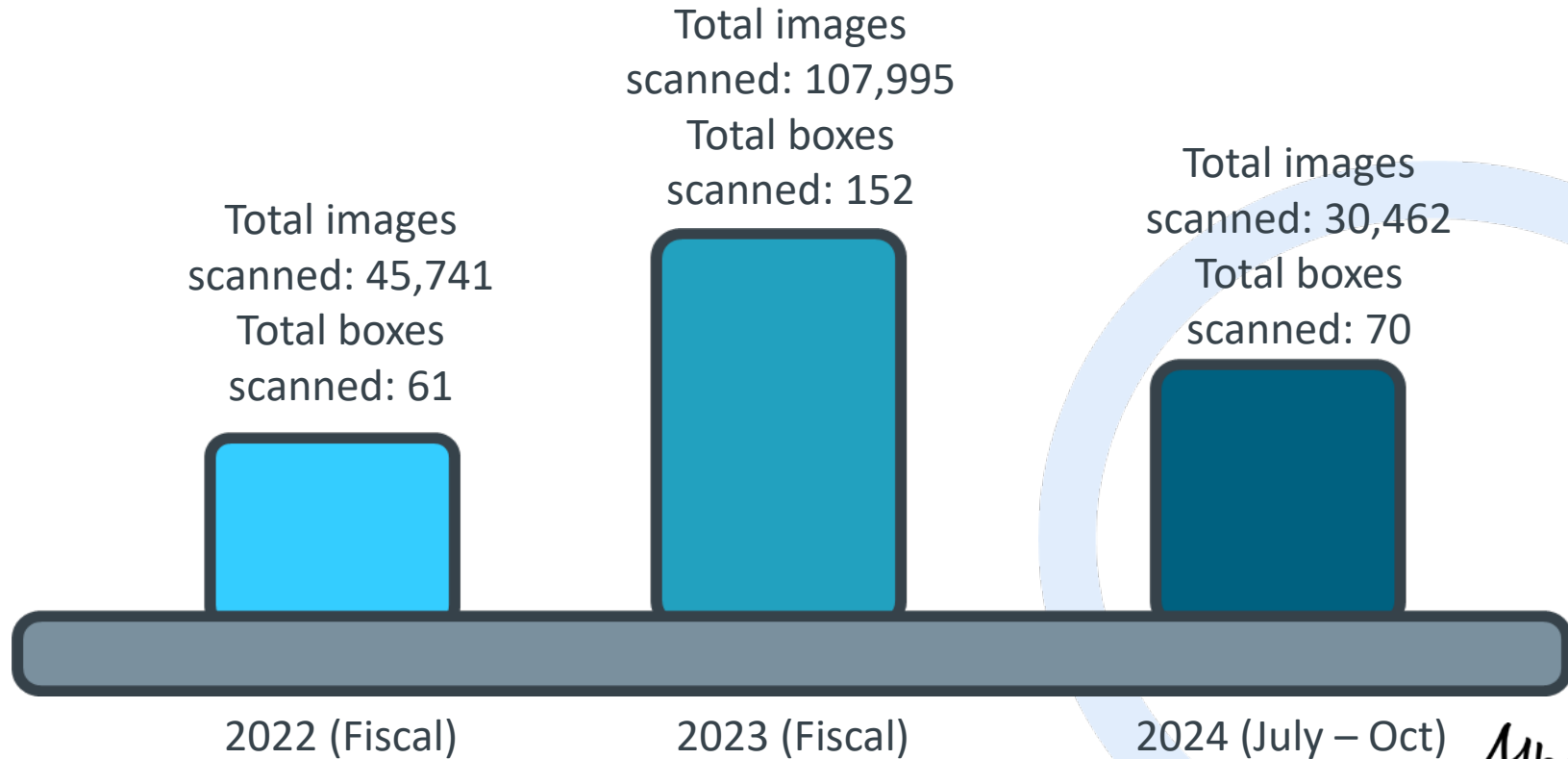
Client / User Experience (2024)

File storage:

Advantage: File scanning team collaborated with the Enterprise Content Management team to set up folders in OpenText

OpenText ECSS File Storage System
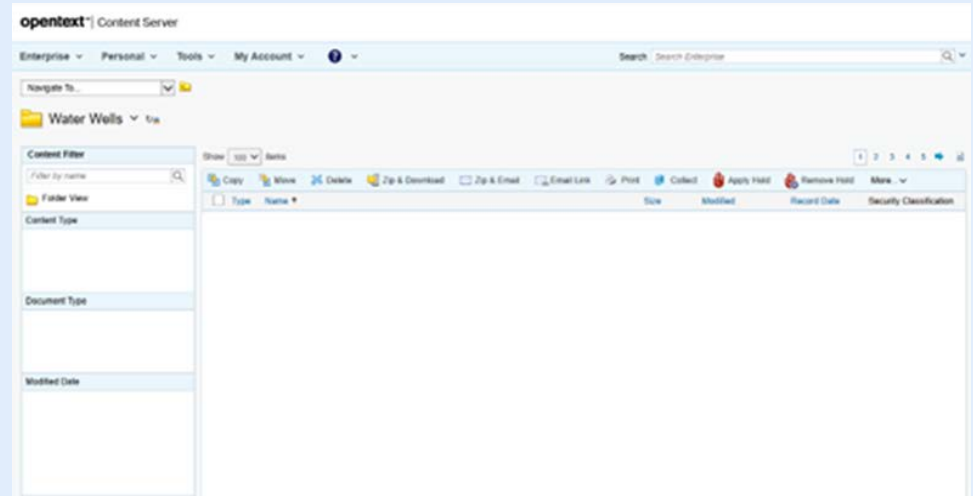
Client / User Experience (Future)

Next Steps:

Working on the quality assurance process prior to disposition

Integration with the Alberta Water Wells Information Database (AWWID)

EPA's Alberta Water Wells Information Database

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Questions?

IM Aware
Digitization

Thank you for tuning in.

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goa.informationmanagement@gov.ab.ca

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