Xerox DocuShare Records Manager
Records Management for Every Knowledge Worker

Records Management has historically been a centralized, back-office function within the enterprise, with dedicated Records Managers focused exclusively on managing vast quantities of physical documents. Today, companies and government agencies must comply with regulations to strictly preserve and control all critical business information as records; however this critical business content is now being created electronically by thousands of knowledge workers engaged in numerous collaborative and business workflow processes, most with little experience or interest in Records Management (RM). Therefore, enterprises must make RM compelling for every knowledge worker and accessible within automated operational processes.

Simple, Effective RM for the Entire Organization

Xerox DocuShare Records Manager is an intuitive Electronic Records Management (ERM) application specifically designed to address the divergent needs of both Records Managers and knowledge workers. DocuShare Records Manager helps RM staff secure and control electronic content, while allowing any authorized knowledge worker to easily and accurately classify and declare records, at any step in an ad-hoc, collaborative, or structured business process.

Unlike other solutions, DocuShare Records Manager is cost effective, easy to deploy, and promotes adoption by integrating with existing work processes and making classification and declaration as familiar and routine as any other document management task. It's simply the most efficient way to successfully extend RM compliance policies and procedures to your entire organization.

Centralized Administration, Distributed Classification and Declaration

DocuShare Records Manager maps to the way enterprises logically allocate RM functions and roles within the organization:

- **Classification** of documents and content is typically assigned to a content owner, or the knowledge worker most intimate with the business process or context. This broad capability, which can take place at any point within any work process, can include engineers collaborating on a project, office administrators handling inbound/outbound communications, or even contract staff scanning accounts payable documents.

- **Declaration** is a more considered activity, requiring a worker to declare a specific document to be accurate and correctly classified within the RM system. Typically, employees with authority to declare records receive training from the central RM team and understand the record types generated by their specific workgroup or department, such as corporate legal or human resources.

- **Administration** is the function most easily recognized by existing RM staff. A central RM department, team, or individual is responsible for implementing a file plan and retention schedule, assigning the initial high-level roles to named users in the RM system, and providing the electronic infrastructure that the organization uses for Records Management.

With DocuShare Records Manager, RM staff can centrally apply compliance policies and procedures and perform management functions, including monitoring destruction and hold dates, access permissions, and file plans and defining RM roles. Non-RM staff can classify records as part of their daily activities, without having to learn and apply specific RM policies. And final declaration happens only after an authorized party verifies the records, so the likelihood of misfiling is significantly reduced. Users may access this rich functionality through DocuShare's simple, Web-based interface, or through familiar desktop applications by using the DocuShare Outlook or Windows Client.

Capture	Manage
Share	**Deliver**

Flexible Integration and Superior Electronic RM Functionality

DocuShare Records Manager has been certified to meet DoD 5015 requirements for electronic records management, providing core RM compliance, audit, and destruction functionality. DocuShare's ECM environment, delivering collaboration, business process automation, content management, and imaging capabilities, is built on a modular, scalable Java2 Enterprise Edition (J2EE) platform. Seamlessly integrated, the Xerox solution enables distributed records management and supports larger corporate objectives related to regulatory compliance, legal discovery, and enterprise content management.

Declaring Emails as Records with DocuShare

The ability to manage email content and attachments as records is a vital part of an organization's overall compliance strategy. DocuShare supports the capture of email content with its email agent and Microsoft Outlook Client. Used in conjunction with DocuShare Records Manager, these powerful tools allow users to declare emails as records, with or without attachments, or to declare attachments as records in their own right. All email metadata is preserved, along with email subject lines, body content, HTML, and graphics.

Benchmark Ease of Use

Like all DocuShare products, Records Manager is highly intuitive and context-driven. Dynamically generated menu tabs appear automatically within the DocuShare Web browser UI as roles are assigned to individual users. When a user logs in, the relevant menus are exposed based on the role assigned to the user. Records can be classified or declared as part of routine document management processes. And by using industry-standard protocols such as WebDAV, users can quickly save content from their desktop applications to DocuShare Records Manager with drag-and-drop ease.

Records Manager is extremely easy to deploy across the enterprise. Once the RM server is set up it can be linked into additional DocuShare environments in minutes. This provides a single, powerful ECM/ERM solution that accommodates organizations with large numbers of distributed users and allows for rapid growth, easily scaling from small departments and workgroups to the entire enterprise. Any DocuShare user can participate in RM, regardless of their computing environment, with minimal training and no client software.

Any authorized DocuShare user can classify a document. Simply select "Classify" from the drop-down Edit menu, then specify the record's location, type, and properties.

Meeting Compliance Needs Now and in the Future

DocuShare Records Manager enables the rapid deployment of nimble, scalable ERM solutions that are ideal for document-intensive businesses of every size. Its support for distributed teams brings RM compliance to all levels within the organization, with minimal cost and complexity.

Reduce Litigation Risk via Structured Document Destruction

DocuShare Records Manager provides a simple, yet structured approach to record retention and destruction. When Records Manager is properly implemented within a context of clear and consistent corporate policies, businesses have a means to consistently manage and disposition records in compliance with all relevant laws, regulations, and policies.

Research indicates one of the key barriers to electronic records management is lack of user acceptance. This may be because other solutions treat records management as a unique and discrete process. DocuShare Records Manager brings RM capabilities to distributed knowledge workers with exceptional ease of use. Accessible via an intuitive, Web-based interface, Records Manager integrates with existing worker activities around capturing, storing, managing, and sharing information. This results in more documents being accurately and quickly declared as records, leading to greater compliance and lower per-document or per-user costs. DocuShare Records Manager preserves existing business processes and procedures, ensuring the right information remains available at the right time for faster and more informed decision-making. DocuShare's tight integration with Xerox imaging equipment also enables paper records to be scanned, indexed, and brought into the Records Manager environment for rapid retrieval online. In addition, capturing paper documents in electronic format can help mitigate potential damage from fire, flood, or other disaster that can put paper records at risk.

Reduce Costs During Litigation via Improved Evidence Discovery
With a well-defined process for record retention and destruction, backed by supporting audit trails, organizations can use DocuShare's advanced full-text and metadata search to reduce the total time for electronic evidence discovery during litigation. Conversely, they can protect themselves by destroying expired content in a timely fashion.

Meet Compliance Regulations
Good record keeping means that companies can more easily demonstrate compliance with regulations that affect
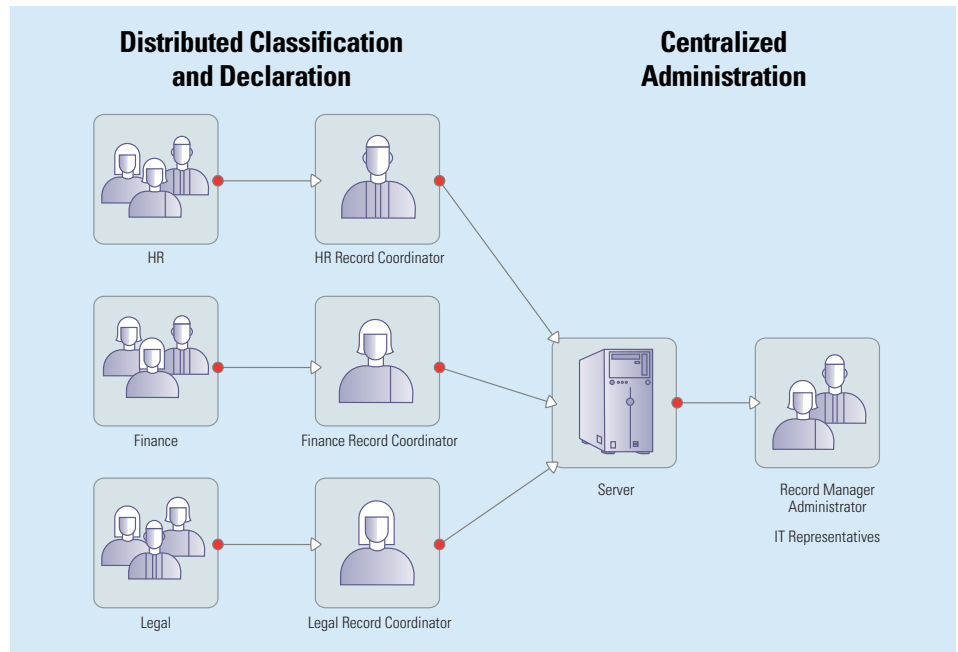
DocuShare Records Manager distributes functional roles to map to the way organizations create and handle content and documents.

Key Administrator Capabilities

- **File Plan Designer**—creates the building blocks for declaration and classification of records based on a file plan defined by corporate policies and taxonomies.

- **Lifecycle Designer**—defines the rules attached to the building blocks, and supports different lifecycles for different classes of records.

- **Time/Event Disposition**—supports time, event, and event/time disposition modes with cutoff features to account for the end of a fiscal year or business quarter.

- **Vital Records**—duly designates vital records for special treatment.

- **Report Designer**—allows administrators to query and report on record status at any given time.

- **Advanced Querying**—offers both simple and advanced querying and reporting using metadata associated with records.

- **Legal Hold**—enables application of a legal hold to designated records, protecting them from destruction until the hold is lifted; multiple holds may be applied against a single record.

- **Audits**—provides extensive activity logging and audit trails.

their business by presenting a complete report of all record-related activities in the event of an audit or legal investigation.* This, in turn, can lead to significantly lower audit costs. Because the entire system is Web-based, it's practical to give remote access to auditors or investigators should the need arise.

Improve Decision-Making
With structured destruction of dated or irrelevant information and enforced retention of key information, DocuShare Records Manager helps ensure that every organizational area is making business decisions based on timely, relevant information.

* While DocuShare and DocuShare Records Manager can provide a solution that fits within a compliance framework, organizations first need to define policies, documentation, and infrastructure to support government compliance requirements. The Xerox DocuShare business team can help you develop and deliver a compliant solution to meet your specific regulatory needs.

Reduce Operational Costs

DocuShare Records Manager can help reduce physical storage needs, as well as the costs associated with finding, identifying, and retrieving mission-critical business records; locating or recreating lost content; distributing content; or outputting content into hardcopy formats for compliance or business process needs.

Dual Challenges, One Solution

DocuShare Records Manager is an innovative solution that supports organizations as they address the dual challenges of enterprise content management. Deployed with Xerox DocuShare Enterprise Content Manager, DocuShare Records Manager delivers compliance capabilities to every authorized user, making it easy for them to accurately classify and declare records. Organizations that deploy DocuShare Records Manager with Xerox DocuShare CPX can take advantage of these same core RM capabilities, integrated into their mission-critical business processes.

DocuShare Records Manager Features

Distributed user roles: Support distributed RM functions with a tiered user model that suits different work roles:

- **Contributor**—average knowledge workers handle business-critical documents as part of their day-to-day work. All Contributors can classify documents and be given Declare privileges.

- **Coordinator**—typically a manager or another person designated to ensure that documents and mail messages are correctly classified. Coordinators perform Contributor tasks and also classify objects as records.

- **Administrator**—usually a dedicated member of the RM department, the administrator manages file plans and record types, creates new users, and sets up access permissions as needed.

Declare-in-place: Even when content is declared a record, it remains accessible to all business processes within DocuShare. URLs are unchanged, metadata and search keywords are preserved, and, unless superseded by RM rules, all security protocols and access permissions remain intact.

Declare any document or email as a record: Any type of electronic document can be declared a record, including emails and attachments, scanned documents, graphics and digital assets, collaborative documents, HTML/XML content, and more.

Manage legacy content: Paper documents can be captured with Xerox or third-party imaging hardware and software and easily brought into the DocuShare RM environment.

Multi-declaration support: Single documents can be classified under multiple file plan locations without duplication.

Support for existing business processes: Documents can be routed for approval before or after declaration as a record.

Predecessor/successor support: Add successors to frequently updated documents and track preceding and subsequent versions of declared documents.

File plan auto presets: Enable automation of specific, frequently repeated, or complex declarations by predefining which record metadata values to use. Associated with a user, group, or DocuShare collection, presets enable auto-classification of a document or email simply by placing it in that collection.

Dynamic user interface: The UI is fully permission-driven. Users can only access those parts of the classification, declaration, and file-plan interface to which they have explicitly been given access.

Activity logging, accounting, and reporting: All activities related to records are logged in the system, allowing investigators, administrators, or auditors to identify who accessed the records, where and when.

Electronic destruction: Support compliance initiatives with automatic destruction of electronic content based on pre-defined retention schedules.

Open, cross-platform support: DocuShare's Web-based interface supports every user regardless of their computing environment.

Utilization of existing infrastructure: Leverage existing databases, file storage plans, user and group directories, and desktop clients.

Full Web-based administration: Key roles and functions can be defined, administered, and monitored via the intuitive Web UI.

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For more information, call 1.800.735.7749 or visit www.docushare.xerox.com