

The Intersection

A Newsletter for the users of Intersect Systems Retention Schedule Manager software systems and Records Control and Management software systems

Grand Prairie, Texas

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In This Issue:

New Software Features:

- Embedded field identifiers
- Indexing templates
- On-screen User's Guide

Intersect User Focus:

Denton County
Records Management
Denton, Texas

Image Management

Removing Imaged
Documents

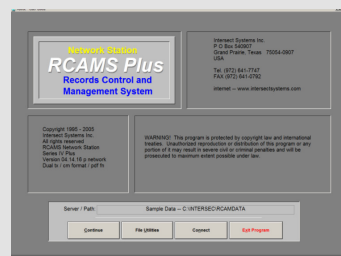
About

Intersect Systems Inc.

Featured in this issue:



Denton County, Texas
Records Program



New Features in RCAMS
Records System

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New Features for RCAMS Records System

The new release of Intersect's *RCAMS* Records Control and Management System incorporates two new functions designed to improve and streamline the process of indexing paper, microfilm, and electronic image documents. These are the *Label Mask* feature and the *Index Template* feature.

Label Mask For several years, RCAMS has allowed users to rename records container fields in a records database, in order to accommodate naming conventions that vary from organization to organization. In addition, since RCAMS can manage numerous separate databases, a recent new Dynamic Field Names feature allows field names to be associated with a particular database; RCAMS remembers container field name assignments for each database that is managed, and automatically selects and displays the correct field names for each database as the database is selected and loaded. For example, field names for indexed paper documents may not be appropriate for a microfilm database, where appropriate field labels may include Reel No. and Frame No. An electronic image database might require still another set of names to be assigned to these same fields — image directory, image ID, file type, etc. This feature can be applied to each database created and managed with RCAMS.

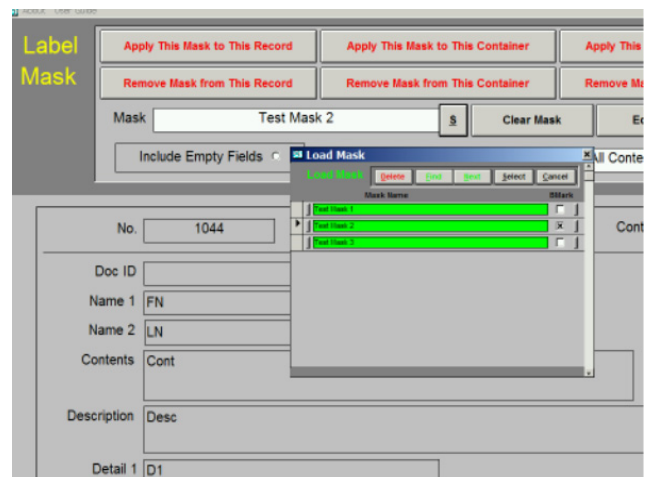
The new Label Mask feature adds an additional level in providing flexibility with field names. The Label Mask function inserts or embeds identifying labels selected by the user in each container field, preceding the field contents in each designated field, and designates each label with a ':' as a separator between the embedded label and the field contents.

An unlimited number of masks defining label inserts can be defined by the user, given unique names, and saved. A particular mask can be applied to any level of indexed contents — to individual entries, to all entries in a container, or to all entries selected by a user-defined query.

This third level of embedded labels provides the option of unlimited differentiation in indexed contents entries — allowing precise designation of descriptive in-

formation, and further enhancing the ability to organize and locate records in the RCAMS system.

Key to the new Label Mask function is ease of use, and the ability to apply a label mask to any selection of indexed contents entries in a single point-and-click operation — to a single entry, or to hundreds or thousands of entries, based on the user's query selection. A single container, or multiple containers, can be included. *(continued on page 3)*



The user can define an unlimited number of Label Mask templates, and name and save each Label Mask template for later recall and use. A selected Label Mask template can be applied to indexed content entries — to an individual record, to all entries for an entire container, or all entries in all containers selected by a query.

Intersect RCAMS 12 Plus Network Station - [Global Contents]									
Global Contents									
All Records									
ID	Container ID	Image	<view>	No.	Doc ID	Name 1	Name 2		
24	1001	access_1.tif	<image>	1044		access_1.tif			
24	1001	CalCreat.jpg	<image>	1046		CalCreat.jpg			
24	1001	CalCreat.tif	<image>	1047		CalCreat.tif			
24	1001	clarkPR_1.tif	<image>	1048		clarkPR_1.tif			
24	1001	DrT1.bmp	<image>	1049		DrT1.bmp			
24	1001	DrT2.bmp	<image>	1050		DrT2.bmp			
24	1001	New Intelligence P...	<image>	1051		New Intelligence P...			
24	1001	DSC00026.JPG	<image>	1054	DSC00026.JPG	LN: 1998	1998		
24	1001	DSC00027.JPG	<image>	1055	DSC00027.JPG	LN: 1998	1998		
24	1001	DSC00029.JPG	<image>	1056	DSC00029.JPG	LN: 1998	1998		
24	1001	DSC00030.JPG	<image>	1057	DSC00030.JPG	LN: 1998	1998		
24	1001	DSC00040.JPG	<image>	1058	DSC00040.JPG	LN: 1998	1998		
24	1001	DSC00043.JPG	<image>	1059	DSC00043.JPG	LN: 1998	1998		
24	1001	DSC00045.JPG	<image>	1060	DSC00045.JPG	LN: 1998	1998		
24	1001	DSC00047.JPG	<image>	1061	DSC00047.JPG	LN: 1998	1998		
24	1001	DSC00051.JPG	<image>	1062	DSC00051.JPG	LN: 1998	1998		
24	1001	DSC00056.JPG	<image>	1063	DSC00056.JPG	LN: 1998	1998		
24	1001	DSC00060.JPG	<image>	1064	DSC00060.JPG	LN: 1998	1998		
24	1001	DSC00073.JPG	<image>	1065	DSC00073.JPG	LN: 1998	1998		
24	1001	DSC00079.JPG	<image>	1066	DSC00079.JPG	LN: 1998	1998		
24	1001	DSC00081.JPG	<image>	1067	DSC00081.JPG	LN: 1998	1998		
24	1001			1068	Doc ID - Second E First Name		Last Name		
25	1002	AAS PDF	<image>	863	AAS PDF				
25	1002	HA1 PDF	<image>	864	HA1 PDF				
25	1002	ISI Texas Ed II Che	<image>	865	ISI Texas Ed II Che				
25	1002	Teacher Review C...	<image>	866	Teacher Review C...				

The embedded field identifiers appear as leading text in the selected contents fields, and can be used in Search and Query operations to quickly locate records.



Focus on: Denton County Records Management Denton, Texas

Located north of the Dallas-Fort Worth Metroplex, Denton County has a growing population of over 500,000 citizens. Denton, the county seat, is located 36 miles north of Dallas and Fort Worth, where Interstate 35 East and Interstate 35 West meet.

Noted for history and variety ranging from the century-old Denton courthouse and the quaint town square to the world-class Texas Motor Speedway, Denton County also is a center for higher education, with the main campuses of the University of North Texas and Texas Woman's University located in the county.

The cities of Lewisville, Carrollton, The Colony, Flower Mound, and Roanoke are in Denton County. Major public employers include the University of North Texas and the Lewisville and Denton Independent School Districts. Major private employers include Frito-Lay, American Airlines, Peterbilt, Xerox, the Denton Regional Medical Center, Federal Express, and Boeing / Labinal.

The Denton County Records Department is a full-service operation, supporting all fifty departments in the County including the elected officials. An extensive operation with a staff of nine persons, the Department manages paper, microfilm, and electronic records for Denton County. All work is performed on-site, including microfilming and processing of microfilm, scanning and indexing of electronic images, and indexing of paper documents.

Two records storage areas are maintained at the Denton County Courts Building. The records inventory currently includes over 15,000 containers for paper documents, and more than 9,000 reels of microfilm. Electronic documents, maintained on the County's LAN network system, are a major

focus as well. A measure of the volume of non-paper images produced and managed: over 1 ½ million microfilm and electronic images were processed by the Department from October 2004 through September 2005.

The Department has developed general guidelines for determining which documents are filmed or imaged. Documents with a permanent retention requirement are primary candidates to be microfilmed.

Records with a retention period of five to twenty years, and that are in a category of records for which relatively frequent access is anticipated, are candidates for electronic imaging.

Denton County was one of the early Texas local governments to establish a formal records management program, establishing the Denton County Records Department in 1991. Theresa Rogers has managed the department since 2000. With over twenty years experience in banking, including serving as Vice President of back-office bank operations, Theresa brings extensive experience in records management to the Department.

The Department selected Intersect Systems' Retention / Records Management software suite for developing and managing their records control schedule, and for maintaining their paper records database, in late 2003. After two training sessions on the Intersect software in the well-equipped Denton County training center, and following conversion of the Denton County records database for paper records, the system was placed in operation in early 2004.

The conversion process undertaken by Intersect was somewhat unusual, since the existing records database for paper records existed in over two-dozen separate database files. Conversion involved moving these into a single database with a common for-



Denton County Records Staff. From left: Sharon Bedford, Teresa York, Brenda Cross, Theresa Rogers, Margaret Patton, Cecilia Cook, Maritha Gan, and David Mollen.

mat for records entries, and in a second process, generating index or contents entries for many of the containers from the legacy databases. Intersect developed special conversion software for the task. The result of the conversion effort was a single records database of over 15,000 containers with over 400,000 indexed entries for specific documents – the most extensive conversion of a legacy database that Intersect has undertaken in its twelve years of performing such conversions.

The Department indexes paper documents extensively – more so than most similar operations; the current indexed contents database for the Department's paper records contains over half a million entries.

Frequently, new functions and refinements to the Intersect software are the result of suggestions and requests (continued page 4)



Theresa Rogers, Denton County Records Manager



Computers with the latest LCD displays are used throughout the Records Center to run applications including Intersect's RCAMS system. Clockwise from top left: Sharon Bedford, Teresa York, David Mollen, and Maritha Gan.

New Features for RCAMS (cont. from page 1)

Index Template A popular feature added to RCAMS several years ago provides an Autofill template for container data entry. The Autofill template allows a user to create a template for container entry, designating and saving fields such as record series, container label, location, owner, retention, etc., that are common to a new group of containers. The user can then use the Autofill template to create any number of containers in a single operation, using the template information. The user can then step through the list, adding any unique information for each container as necessary. This template function minimizes keyboarding operations, and has

proven very popular with users of RCAMS.

The new release of RCAMS adds a similar template function for indexing contents in containers — including paper, microfilm, or electronic images. The user can save an Autofill template using the information for a specific type of record. The template can then be used to create any number of entries for a container in a single operation, using the Autofill template, whether for a microfilm reel, a directory with electronic images, or a container of paper records. The user can then step through the new indexed entries and add any information unique to a record as appropriate.

An additional function allows the user to set or clear tab stops for each field, thereby further reducing keyboard operations during the indexing process.

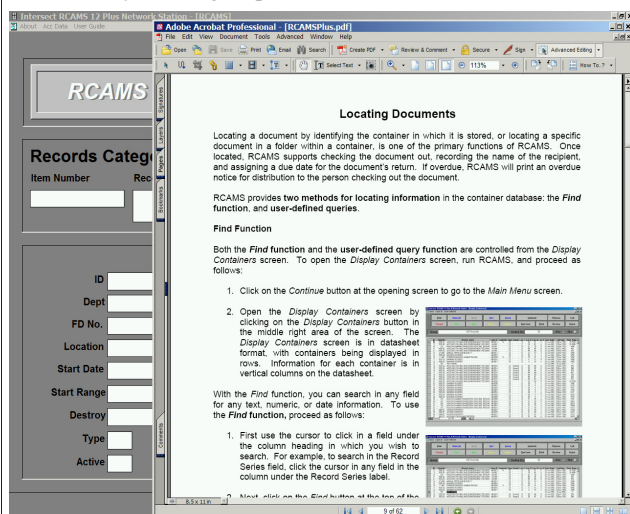
Finally, drop-down fields are a new option for each contents record field, allowing selection from a list as appropriate.

On-Screen User's Guide The new RCAMS release now in-

The new Index Template feature reduces keyboarding required for multiple contents indexing. The user can set tab stops and enable drop-down lists for any field for a contents record with the Ctrl & Esc keys (yellow fields). Tab stops without drop-down lists enabled can also be set (blue fields), and unused fields can be skipped (white fields). Any number of entries can be generated using the Autofill template for a container. The user can then step through the new entries, and add any information for each container as necessary. The tab stops and drop-down lists facilitate this operation, minimizing the keyboard operations required.

cludes the complete RCAMS User's Guide in the .pdf format. The Guide is installed when RCAMS is installed, and can be opened from any screen while running RCAMS. Links from the Table of Contents and index topics facilitate quick look-ups. Major headings are book marked for convenient access. The user can leave the Guide open, toggling between the Guide and RCAMS with the Alt - Tab keys. Any part of the Guide can be printed if desired.

Adobe Reader® version 6 or 7 is required. The Reader capabilities for searching on words and phrases further enhance the benefits of the User's Guide.



RCAMS User's Guide, opened in Adobe Reader while running RCAMS. The User's Guide can be left open while using RCAMS, and the user can toggle between the current page in the Guide and RCAMS with the Alt - Tab keys.

Removing or Disposing of Imaged Documents

Did you know that deleting a file or a directory on your computer system does not erase the data from your computer's hard drive, or from a network drive? Emptying the recycle bin makes it appear as if the file is gone, but in reality the file is still there, residing on your computer's hard drive. In fact, "deleting" a file or a folder simply removes a pointer that the operating system maintains to that file or folder, thereby making the portion of the hard drive that is occupied by the data available for re-use at a future time. The data will remain on the hard drive until it is overwritten, and it is relatively easy to recover deleted data until it is actually overwritten. Depending on the amount of free space on a hard drive, and other factors, "deleted" information can still be accessible for months or longer.

This subject has come up several times with Intersect representatives in recent months in connection with the Image Management additions to Intersect's RCAMS records database system. As more organizations start to scan selected documents, and seek to comply with

retention requirements for these electronic images, Intersect has been asked about incorporating an automatic deletion function in the RCAMS system to automatically delete electronic images from a network server as their retention requirements are met.

While it is certainly possible to do this, Intersect has cautioned users that a more desirable approach is to use one of the secure erase software utilities available from various sources to securely remove desired files and directories when their retention requirements have been met, thereby insuring the electronic images are completely removed from the system. After all, when your organization processes paper documents for destruction in accordance with your records control schedule, and lists them as destroyed, would you want those documents sitting around at a contractor's site for a few weeks or months waiting to be shredded?

Intersect recommends that any interested records manager check with their organization's IT department regarding secure erase tools;

many organizations already have such tools available. If not, an Internet search on "erase files" or "secure erase" will produce a list of numerous sources of secure erase software. Any secure erase software selected should comply with Department of Defense standard DoD 5220.22-M for secure data removal.

A good practice when scanning documents, and indexing the resulting electronic images using a records database such as RCAMS that incorporates a records control schedule, is to group electronic documents in directories by record series type with the same retention period. When the retention has been met, the RCAMS link to the directory for that group of electronic images will tell the software erase utility what data to remove. RCAMS can produce a data file or a printed list of such links to facilitate the process.

Users of Intersect Systems retention schedule development and records management software can publish records control schedules, as well as all or part of their records database, on the Internet or on a private intranet.

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Intersect Systems Inc. has a number of ongoing software development projects, as well as a continuing series of updates and enhancements to existing software applications. For more information on Intersect software for Retention Schedule Development and Management, software for Records Control and Management, to discuss your software requirements, or to discuss current software development and software enhancements, contact Intersect Systems at the address, telephone number, or e-mail address listed above.

About Intersect Systems ...

Intersect Systems Inc. is a Texas corporation, founded in 1993, dedicated to the design and development of innovative computer software systems and applications for retention schedule development and management, and for records control and management, with an exclusive focus on proven approaches and user-friendly systems.

The Intersect Systems design and development team includes top-notch software professionals and consultants, as well as experienced records management professionals.

Intersect Systems develops software applications for both local governments and state agencies to help meet state requirements in maintaining records programs. Intersect also offers specialized software tools for commercial businesses, including *Clark's Encyclopedia of Records Retention*,

Intersect Systems a CISV Vendor in Texas

Intersect Systems Inc. is a registered Information Systems Vendor (CISV) in the state of Texas, specializing in software for records retention and for records database management. For more information, contact Intersect Systems Inc. or visit Intersect's web site at www.intersectsystems.com.

Local governments and businesses that have failed to establish and maintain credible records management programs can find that they are at a serious disadvantage in a lawsuit. The inability to produce documents during the discovery process, and the inability to explain the circumstances and authority under which documents were destroyed, can have serious consequences in a lawsuit. Judges have been known to enter default judgments against defendants due to faulty records management practices.

Denton County... (cont. from page 2)

by users of the system. The Intersect RCAMS Records Control and Management System includes specific functions for indexing records, and several suggestions from users in the Denton County Records Department have resulted in additions to the Intersect RCAMS indexing functions for the contents data entry template and auto-fill process, designed to improve the efficiency of the indexing operation. Theresa Rogers noted that this improvement has substantially increased the throughput of the Department's indexing operation.

The Intersect RCAMS system can support numerous separate databases, and Intersect is currently developing a user-configurable conversion software tool to allow the Department's extensive microfilm inventory to be indexed into additional RCAMS database files. An Intersect spokesperson noted that the extensive Denton County experi-

ence with indexing of paper and microfilm images, and the large microfilm inventory, provide the kind of real-world example that helps to insure that the solution developed by Intersect addresses real needs by users.

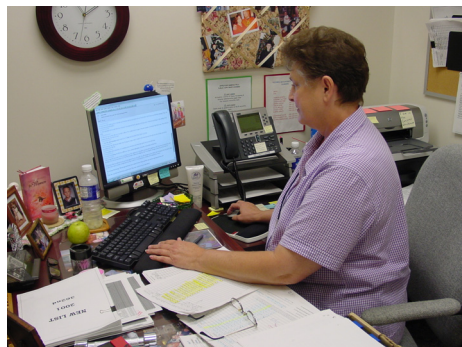
A particular challenge is the varying formats for different categories of images on various microfilm reels. Intersect's upcoming new release of RCAMS includes a new third level of embedded field identifiers that offers greatly expanded capabilities for incorporating format variations that will help address this need.

In an arrangement with the Sheriff's Department, the Denton County Records Department uses inmates convicted of minor offenses to assist in various operations in the Department. Inmates get a day off of their sentence for each full day worked. Theresa Rogers notes that in addition to helping the Department, the experience inmates receive in computer skills, and in organizing and filing, provides useful job skills that can help them later in obtaining employment.

The extensive Denton County Records Department is well organized, and somewhat unusual in that the Department handles all microfilming, scanning, and indexing operations internally. As Theresa Rogers notes, there is clearly a lot of support by the County for records management.

The Denton County Records Department welcomes visitors, and is happy to share their experience and insight with

others engaged in records management. Persons interested should contact Theresa Rogers at (940) 349-2372.



Margaret Patton at computer



Theresa Rogers in one of two records storage areas



Cecilia Cook in microfilming operations area