EXECUTIVE SUMMARY

OVERVIEW

Over the last year, Central Mail Services and ITSD observed challenges with agencies relying heavily on paper-driven processes.

The purpose of this project is to digitize incoming mail documents, historical documents that are retained to meet statutory requirements for retention, or internal and external sourced documents that drive data input to state electronic systems. This will greatly reduce physical space for storage, provide flexibility to the workforce for accessing documents, and further enhance COOP/COG readiness.

OPPORTUNITY

Dependency on outdated computer systems for service delivery has led to stagnant processes and a continued reliance upon manual effort to deliver services. These stagnant manual processes have limited The State's ability to provide flexible and creative solutions in times of natural disasters, health pandemics, and localized infrastructure failures.

SOLUTION

To establish a digital solution for incoming mail, historical files, and daily business forms and correspondence.

Fast, efficient, and accurate scanning of paper content is a consistent need across state agencies. Paper is utilized throughout the agencies in many forms. These can include incoming mail documents that drive daily business processes, historical documents that are retained to meet statutory requirements for retention, or internal and external sourced documents that drive data input to state electronic systems. In majority of the agencies there are no backup copies available if the original documents are damaged.

By providing a centralized Enterprise solution utilizing ultra-high speed scanners, paper documents can be efficiently and accurately converted to digital content with backup images available. Ultimately, providing agencies with secure centralized access to scanned images, reduced physical storage space, and a standardized imaging solution.

Team Information

Project Name

Digital Document Solutions

Team Lead

Jessica Caddell, Office of Administration, General Services, 573-526-1671

Team Members

Minimum: 3; Maximum:10

	Name	Department/Division	Email address
1	Jessica Caddell	OA/General Services	jessica.caddell@oa.mo.gov
2	Tom Sholes	OA/ITSD	tom.sholes@oa.mo.gov
3	Amanda Buschmann	OA/ITSD	amanda.buschmann@oa.mo.gov
4	Travis Rehagen	OA/ITSD	travis.rehagen@oa.mo.gov
5	Dorothy Kerr	OA/General Services	dorothy.kerr@oa.mo.gov
6			
7			
8			
9			
10			

Your Pitch

What problem are you addressing? (No more than 200 words)

Over the last year, Central Mail Services and ITSD observed challenges with agencies relying heavily on paper-driven processes.

Together, Central Mail Services and ITSD propose the idea of digitizing income mail documents and historical files to address current service delays, misplaced or lost paper documents, and the inability to access documents and mail from remote work locations. Other challenges agencies currently face is limited physical storage and limited resources for COOP/COG readiness.

Currently, we have two agencies interested in piloting the digitized process.

What is the root cause of the problem? (No more than 200 words)

Dependency on outdated computer systems for service delivery has led to stagnant processes and a continued reliance upon manual effort to deliver services. These manual processes have limited The State's ability to provide flexible and creative solutions in times of natural disasters, health pandemics, and localized infrastructure failures.

With limited ability to mobilize and/or distribute the state's workforce, key services with heightened need struggle to meet the demands of key recipients. Without the digital transformation of key requisite documents for service delivery, many Missouri citizens stand to be affected by delayed services.

What is your proposed solution? (No more than 200 words)

To establish a digita lsolution providing agencies with quicker access to incoming mail and historical files.

Fast, efficient, and accurate scanning of paper content is a consistent need across state agencies. Paper is utilized throughout the agencies in many forms. These can include incoming mail documents that drive daily business processes, historical documents that are retained to meet statutory requirements for retention, or internal and external sourced documents that drive data input to state electronic systems.

By providing a centralized Enterprise solution, with high speed scanners, paper documents will be efficiently and accurately converted to digital content. This greatly reduces physical storage space, ability to access digital files from secure locations, and further enhances COOP/COG readiness.

With the scanners advanced features, state agencies will receive electronic documents with a higher degree of categorization and organization. This significantly reduces the effort to locate individual documents and increases the readiness for integration with software applications.

Which area of impact is your primary focus? (No more than 10 words)

To reduce paper, increase resource accessibility by providing digitalized solutions.

What is your primary measure for impact?

Primary measure	Current Status	Target
Percentage of incoming mail converted to digital upon receipt	Proposed	Increase the availability of business mail as a digital document

* Measures should follow SMART principle: Specific-Measurable-Actionable-Relevant-Time bound.

OA's guidance on performance metrics

Project Plan

What are the major activities and milestones to deliver your solution? (Additional steps may be added)

	Activity	Milestone or deliverable	Due date
1	Determine permanent location for document ingestion. Prepare location; electrical source, environmental controls, physical security.	Location Preparation	*2 weeks after project begins*
2	Infrastructure review and technical requirements definition; application servers, data storage, data bandwidth, security. Capacity planning.	Technical Requirements	Due by October 8th
3	Ensure procurement channels for hardware /software; physical scanner(s), scan software, document prep items(mail openers, document joggers, supplies)	Contract	Due by October 8th
4	Order all equipment and supplies, execute SOW(s) for installation and training services. Enhance technical infrastructure to support the projected capacity.	Procurement	Due by October 15th
5	Build and validate processes; Intake, Quality Control, Validation, Distribution, Retention. Establish Service Level Agreement offerings. Build communication plan.	Document	Due by November 19th
6	Install equipment, software, prep items.	Installation	Due by December 3rd
7	Staff training	Training	Due by December 10th
8	Testing of hardware and software. Process validation and refinement.	Testing	Due by December 10th
9	Go Live	Implementation	Due by December 17th
10	Marketing and communication. Sales presentation to prospective customers.	Communication	Due by December 17th

Required Resources and Support

What is the expected project duration? Choose one from the list below.

Medium term (4-6 months)

How many people will be required to finish the project in the given duration? Choose one from the list below.

Large (>6 people)

Does your project require any specialized skills to complete? If so, explain. (No more than 100 words)

Vendor training for use of the scanning software and administration role.

Does your project require any statutory change to complete? If so, explain. (No more than 100 words)

Not at this time, however, in the future may present recommendation for change in paper rentention.

Can you implement your project with your current resources? If not, explain. (No more than 50 words)
Strongly recommended: Provide a cost breakdown in your additional materials.

Yes

Are there other factors critical to design and implement your project? (No more than 50 words)

Electronic Content Management solutions are highly dependent upon defined processes. Each customer will need to have existing and proposed processes thoroughly refined and documented prior to utilizing this service.

Additional Materials

Please list any additional materials you have provided.

	Brief description
1	
2	
3	