



ELECTRONIC DOCUMENTATION AND THE DCC

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INFORMATION ASSETS

Failure to rein in information assets creates four potential problems:

1. Lacking specifics about past communications and transactions
2. Erosion of record trustworthiness
3. Compromised protection in the context of disputes, lawsuits, audits, or investigations
4. Legitimacy of the records management program undermined



WHAT IS A DOCUMENT?

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- Traditional documents (papers, presentations, procedures, etc.)
 - Faxes
 - E-mail
 - Web pages
 - Phone conversations



CONSIDERATIONS

- Document integrity
 - » Version control
 - » Attached media files
 - » Hyperlink capture
- Audit trail with subcontractors
 - » E-mail (including attachments/links)
 - » Web pages (dynamic vs. historical)
 - » Telephone conversation records
- Ease of electronic submittals
 - » Easier .pdf distillation
 - » Folder vs. individual document
 - » Native files